



## Complaint Form

**Please give us your details (and the details of anyone complaining with you)**

<b>Surname</b>		
<b>First Name(s)</b>		
<b>Course Attended</b>		
<b>Course Date</b>		
<b>Address for writing to you</b>		
<b>Postcode</b>		
<b>Daytime Phone Number</b>		
<b>Home Phone Number</b>		
<b>Mobile Phone Number</b>		
<b>Email address</b>		

**Please tell us what your complaint is about (continue on another sheet if needed)**

**What actions/response would you expect in order to put things right for you?**

# In House Training Solutions



## ***Our complaints procedure***

In House Training Solutions is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

In House Training Solutions do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

## ***How to complain***

### *Step 1: Contacting us*

The first step is to talk to a member of In House Training Solutions staff. This can be done quite informally, either directly to the course tutor or by telephone to the head office.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then contact In House Training Solutions head office.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

### *Step 2: Taking your complaint further.*

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to In House Training Solutions complaints department setting out the details, explaining what you think went wrong and what you feel would put things right. Once In House Training Solutions complaints department receives a written complaint, they will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

### *Step 3: The next stage*

If you are not satisfied with the complaints departments investigation you can take the complaint, depending on its nature to The First Aid Approval and Monitoring Section (FAAMS) or an associated accredited organisation. All materials relating to your complaint and to the complaints department investigation will be sent to the necessary people (contact details will be provided for you). They will let you know within seven working days that they have received your complaint and tell you when to expect a full response from them.

## ***Taking your complaint outside the organisation (FAAMS, Citizens advice bureaux, solicitor etc).***

If you are not satisfied with any response, you can always seek advice from outside the organisation.

## ***Contact Details***

In House Training Solutions Head Office  
PO Box 171, Manchester, M34 0RG.  
Tel: 0161 336 7191  
E-mail: [headoffice@inhousetrainingsolutions.com](mailto:headoffice@inhousetrainingsolutions.com)

Complaints Department  
PO Box 171, Manchester, M34 0RG.  
Tel: 07950 673 578  
E-mail: [complaints@inhousetrainingsolutions.com](mailto:complaints@inhousetrainingsolutions.com)