

Complaints & Procedures Policy

At Reflex First Aid Training Ltd we try to give the best possible service in all areas of the work, but if something happens to go wrong or if you are unhappy with the service and/or assessment you have received then we'd like to know so that we can try to put things right.

A complaint is a demonstration of unhappiness about the service we provide, including the conduct of our staff, or the action we take (or do not take). Anyone distressed by our service, the conduct of our staff or our actions can make a complaint.

We view complaints as valuable feedback about our service and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from us.

All companies have a duty to act legally, fairly, responsibly and reasonably. At Reflex First Aid Training Ltd we demonstrate, as an organisation, that we follow all these principles in our areas of activity.

Our aim is to resolve complaints quickly and at an early stage. First of all, please raise your complaint with the member of staff of Reflex First Aid Training Ltd that you have been dealing with. Let them know what the problem is, how it happened, and what you'd like us to do to sort it out.

If however you are not satisfied with the response you get, you can go to the next stage of our complaints procedure. This stage involves you getting in touch with us by:

- telephone: (01934) 710535, mobile 0781 8208916
- letter: Reflex First Aid Training Ltd., Mudgley Elms, Mudgley, Wedmore, Somerset BS28 4TH
- email: info@reflexfirstaidtraining.co.uk

We will do our best to try and find a solution as quickly as possible.