

ALSG Complaints policy

Advanced Life Support Group, referred to as ALSG in this policy, views complaints as an opportunity to learn and improve for the future, as well as a chance to correct things for the person/organisation making the complaint.

Our policy is:

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at ALSG knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ALSG.

Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in ALSG. A complaint can be received in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees

Review

This policy is reviewed regularly and updated as required.

ALSG Complaints procedure

If you are unhappy with the service you have received, we would like to hear from you. This is what you should do:

- 1 If there is a problem, please tell the person concerned at the time. Most complaints can be settled between the people involved.
- 2 Please confirm that it is ALSG that you wish to complain about. We cannot deal with complaints about other organisations. If you are not sure, please ask a local person, the trainer, the coordinator or the person with whom you made your ALSG course booking. He or she will help you to explain your complaint and will initially deal with the problem. This is the **Preliminary Stage**.
- 3 If you are still not satisfied you can write and ask for your complaint to be considered further. This is the **Investigation Stage**.
- 4 If you wish to do this, please write to the '**Chief Executive Officer (CEO), ALSG**' at the address below. The CEO will ask a person who has no connection with the matter to investigate your complaint – the **Investigating Officer**.
- 5 You will receive a written acknowledgement of receipt of the complaint within five working days. This will give the name of the Investigating Officer who will investigate the complaint and how long the investigation is expected to take.
- 6 The Investigating Officer may wish to speak to you and to others involved, to examine papers and will be free to answer questions about the process.
- 7 When a decision on what action is to be taken regarding your complaint, we will let you know in writing and give you the reasons for the decision. If ALSG is at fault, you will be informed of what we intend to do to about your specific complaint and any general issues that it reveals.
- 8 We hope this will be a satisfactory outcome, if not, you can ask for a **review** and a **Review Officer** will be appointed. This is not a re-hearing. The **Review Officer** will check that the procedures have been followed correctly and that you have been dealt with in a fair and reasonable way. To set in motion a review, you should write to the CEO at the address below, explaining why you are not satisfied with the result. We will let you know the result of the review in writing.
- 9 If you are dissatisfied with the outcomes of the review, the final arbiter of the complaint is **ALSG's Trustee** whose decision is final. You should write to ALSG's Chairman giving the reasons for your dissatisfaction. No Trustee who has had any dealings with the matter will be involved and the decision will be given in writing.