

Complaints Procedure & Timeline

If you are unhappy with any aspect of the course then you should bring this to the attention of the trainer as soon as possible, and this should be successfully resolved by the end of the course.

If the matter is not settled and you feel you wish to pursue the complaint further it can be directed to Ashbury Training, who will respond with their findings and recommended solutions within a week.

Ashbury Training, 9-14 Southbank House, Black Prince Road, London, SE1 7SJ

Tel: 0845 257 9950 or Email: firstaidtraining@ashburytraining.co.uk

Ashbury takes all complaints very seriously and will endeavour to resolve them as quickly and easily as possible, however if the issue remains unsettled please refer it to the Quality Assurance Manager of our Awarding Body;

First Aid Awards Ltd, Awards Centre, 10 Central Treviscoe, St Austell, Cornwall, PL26 7QW

Tel: 08458 333 999 or Email: admin@firstaidawards.com.

From this point FAA will handle the issue to conclusion whether through them, or ultimately in conjunction with the Regulatory Authority, Ofqual or SQA.