



**[www.safeheartstraining.co.uk](http://www.safeheartstraining.co.uk)**

## **Complaints Policy**

At Safe Hearts Limited, we take our responsibilities seriously. Our goal is to provide high-quality service to our learners, clients, and community. This means that we will handle any legitimate complaints fairly, promptly, and objectively.

We understand that raising a complaint can be intimidating, which is why we assure you that we will deal with it without recrimination. We will be fair to all who complain, regardless of age, gender, ethnicity, and disability.

We guarantee that complaints will be handled in confidence and will be shared with anyone who may be the subject of the complaint.

Together with our awarding body, we are responsible for managing the Complaints Policy, and we encourage all our learners to raise their concerns with him or their designated tutor.

We provide support to all parties involved in a complaint, including representation and help in completing a Written Complaint.

Most complaints can be resolved through discussion between the complainant and the appropriate member of staff. Our staff will make a response within ten working days and will be tactful and courteous in handling the complaint. If the complainant remains unsatisfied with the response, we will guide them to use the formal procedure.

For a formal complaint, we require it to be made in writing within 15 working days of the incident or action from which the complaint arises. The complaint should be sent to Safe Hearts or ProTrainings, and we will acknowledge its receipt within five working days. We will carry out an initial assessment of the complaint within five working days and investigate it.

The decision made will be final but does not affect an individual's legal rights.

We regularly review our Complaints Policy and Practice to ensure we remain compliant with the prescribed criteria. A record of all complaints will be available to the relevant authorities for audit purposes.

At Safe Hearts, we value feedback from our learners and take complaints seriously. We will do our best to provide high-quality service and ensure that we handle complaints fairly, promptly, and objectively.

**Tel: 01785 532 219 E: [info@safeheartstraining.co.uk](mailto:info@safeheartstraining.co.uk)**



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Thank you for choosing our Centre!

Sincerely,  
Sherry Diaz-Thompson  
Company Director

Safe Hearts Limited

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