Passion FIRST AID
Helping to save more than lives

qualsafe

Training commitment

Your rights

As a Learner at a Qualsafe Awards (QA) approved training centre you have certain rights.

You have the right to:

High quality training and Learner assessment

You can expect the highest standards of quality training and Learner assessment from suitably qualified Trainers/Assessors, regardless of which training centre you have chosen.

Be treated with respect

You will be treated in a polite, courteous manner with respect for your dignity at all times. QA operates in line with the requirements of the Equality Act 2010.

An explanation

If you are not satisfied with the service you receive, we encourage you to tell the Trainer/Assessor. You have the right to a reasonable explanation.

Make a complaint

If you remain dissatisfied, you have the right to make a complaint. Please refer to the QA Customer Complaints Policy for further details.

Appeal decisions made

You have the right to appeal any decision made by the approved training centre or by QA which affects you. Please refer to the QA Appeals Policy for further details.



Customer Satisfaction

At Qualsafe Awards, customer satisfaction is highly important and we adopt a proactive approach to resolving any complaint or appeal efficiently and effectively. To enable us to do this for you, please follow these steps.

1. Contact the Trainer/Assessor

The first step if you have a complaint or appeal is to talk to your Trainer/Assessor, in private if necessary, who should try to resolve the issue immediately, where possible.

2. Contact the training centre

If you are not satisfied with the outcome, the next step is to notify the training centre, which will have its own complaints and appeals procedures.

3. Contact Qualsafe Awards

Only after giving the training centre the chance to deal with your complaint or appeal should you raise it with Qualsafe Awards.

Please contact us, with full details, at:

Qualsafe Awards, City View, 3 Wapping Road, Bradford BD3 0ED

Tel: 0330 660 0899

Email: complaints@qualsafeawards.org or appeals@qualsafeawards.org

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