

Red Dragon First Aid

Customer Charter



Red Dragon First Aid
146 Claremont
Malpas
Newport
Gwent
NP20 6PP
www.red-dragon-first-aid.co.uk
email: reddragonfirstaid@btinternet.co.uk
Mob: 07709 488863
Mob: 07855 473751

1. Overview

1.1 **Red Dragon First Aid** provides first aid training including first aid training needs for those who work in specialist environments. **Red Dragon First Aid** uses the assessment criteria as determined by **ITC First** and aims to provide a quality accreditation programme for educational establishments, training providers and learners.

1.2 This charter makes explicit:

- a) Our service commitment to all our customers.
- b) Our level of expectation of the service level required from **Red Dragon First Aid** staff.
- c) The basis on which customers can provide feedback.

2. Information immediately available upon telephone or e-mail enquiry

Red Dragon First Aid have a friendly, approachable, knowledgeable and efficient approach and will take the time needed to fully understand your requirements and should be able to supply you with the following information immediately upon enquiry.

- a) All fee structures, costs and resources associated with the qualification.
- b) The **ITC First** complaint assessment methods used for their qualifications.
- c) Qualification training course outline and purpose.
- d) Administration procedures.
- e) Verification documentation and evidence of assessment decisions affecting learner's results.
- f) Qualification specification, resources & materials required.
- g) The policies and procedures of **Red Dragon First Aid**.
- h) Health & safety guidelines.
- i) Customer complaints procedure.
- j) Assessment and other appeals procedure.

3. Customer Service Statements

Red Dragon First Aid will aim to:

- a) Respond to all telephone enquiries during our Office hours (Monday – Friday, 9am – 5pm).
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email, fax, website enquiries within 5 working days.
- d) Process candidate information and forward to **ITC First** as soon as is reasonably practicable (aim is 48 hours) after course completion. Trainers sometime are on the road and travel to more than one consecutive training venue which unavoidably delays processing. These multiple sequences of course will all be processes within 48 hours of completion of last course in the sequence.
- e) Issue the relevant certificates to candidates within 5 working days of receipt from **ITC First** provided all invoices are paid in full.
- f) Support **Red Dragon First Aid trainers** delivering **Red Dragon First Aid** training events.

- g) Acknowledge receipt of any appeal within 5 working days.
- h) Investigate appeal and provide a reply within 15 working days (3 weeks).
- i) Acknowledge receipt of any complaint within 5 working days.
- j) Investigate all complaints and provide a reply within 15 working days (3 weeks).
- k) Maintain and regularly update the **ITC First** website which should be the first port of call for all routine administration and initial information for all courses and course candidates.
- l) Provide feedback to any interested or concerned parties.
- m) Review this policy annually

4. Quality of Service Indicators

4.1 **Red Dragon First Aid** are committed to providing customers with a quality service that is:

- a) Consultative and responsive
- b) Open and informative
- c) Prompt and efficient
- d) Streamlined and manageable
- e) Cost-effective

4.2 **Red Dragon First Aid** will complete an Annual Assessment of Awarding Body Form (F2), allowing them to communicate with **ITC First** any issues regarding the level of service received.

5. Summary details of **Red Dragon First Aid** complaints and appeals procedures

5.1 If you wish to make a complaint or appeal the initial best step is to contact the **Red Dragon First Aid** Office directly and ask to speak to the **Red Dragon First Aid Director** who may be able to deal informally with any issues.

5.2 If you wish to make a formal complaint the first step is to ask for or download **Red Dragon First Aid** Complaints Policy and then make a formal complaint in writing posted to the **Red Dragon First Aid** Office.

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