	LIFELINE AMBULANCE SERVICE EDUCATION	Unit 20, Glenrock Business Park, Bothar Na Mine, Co. Galway
REVISION NO: LL003	ISSUE DATE: 11/03/2024	REVIEW DATE: 11/03/2027
COMPLAINTS POLICY		

Complaints Procedure

Should Students wish to complain about any services provided by the organisation, you are advised to follow the procedure stated below. We are committed to providing a quality level of service at all times. If we make a mistake, or our service does not meet your expectations, we want to know.

- Complaints may be made by any Student, staff member or visitor.
- Complaints must be made in writing to a member of staff.

The complaints procedure comprises three stages which are outlined below:

Stage 1 – Raising Concern

A student can raise a concern to any member of staff, who will discuss with the Student and attempt to agree a way forward. Students should allow the staff member sufficient time to investigate or remedy the grievance. Students should voice their concern immediately, within 20 working days of the course completion date or after any examination with which they are dissatisfied.

- The staff member will attempt to resolve the concern immediately where possible.


Stage 2 – Formal Complaint

If the complaint cannot be resolved informally to the satisfaction of the Student, or if the Student feels that they cannot make an informal complaint to a member of staff, the complaint should be submitted in writing using the Student Complaints Form to the Manager, available through the Training Administrator (TA) and on Moodle. The TA will contact the Student to acknowledge receipt of the complaint and outline the course of action to be taken, within 10 working days.

Document Approvals:		
Written by:/Amended by	Breege Newell	Date: 11/03/2024
Technical Approval	Sean McGrath	Date: 11/03/2024
Management Approval	Lisa Harlow	Date: 11/03/2024

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- The Manager will undertake an investigation of the complaint.
- This process is completed within 30 days of receipt of complaint. (Where the investigation takes greater than 30 days, the complainant will be notified).
- When the investigation is completed a determination is reached as to whether the complaint is valid or not. Where the complaint has not been verified, the outcome is documented and communicated to the complainant.

Where the complaint has been verified, a non-conformance is raised. This is managed as per our corrective action procedures.

- The complainant is informed of the outcome.
- Where the complainant is satisfied, the outcome is documented.

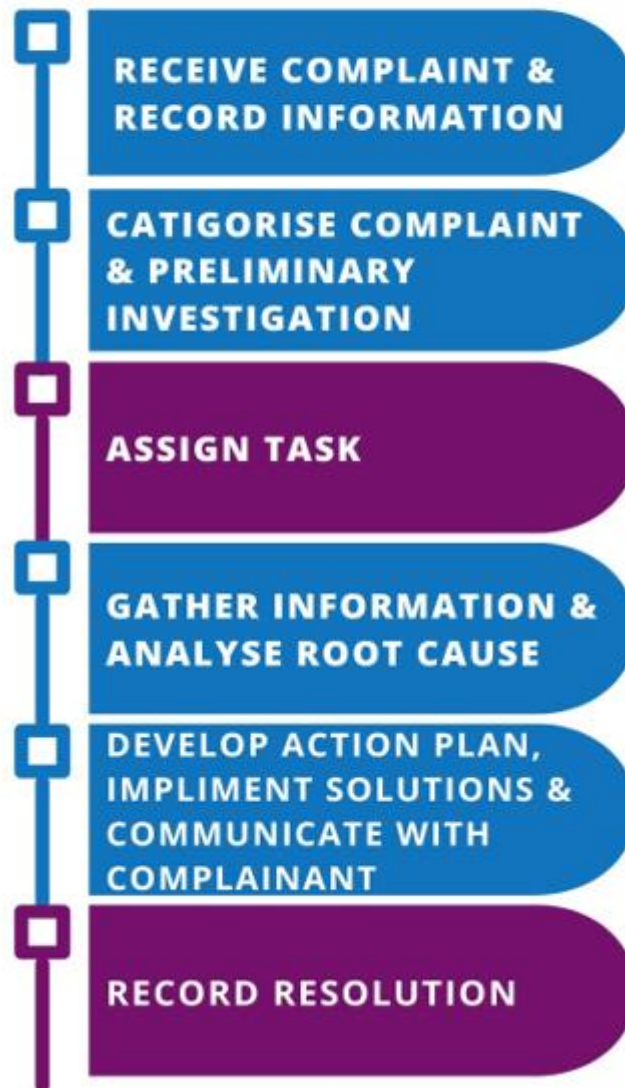
Where the complainant is not satisfied, they are advised that they may move to stage three of the process.

Stage 3 – Formal Complaint

Any student wishing to progress further should do so in writing to Lifeline Ambulance Education Service (LASE) not later than fourteen days following receipt of result of Stage Two. Such a communication should clearly and fully state the details of the complaint in question and the grounds on which the complaint is based. An appropriate individual nominated by LASE will investigate and inform the student in writing, not later than 28 days following receipt of complaint, of the process followed and the decision that has been reached. This decision will be deemed final.

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COMPLAINTS PROCESS



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