

Guidance on handling complaints

The Resuscitation Council (UK) aims to ensure that all complaints are dealt with consistently, fairly and proportionately.

Course Directors are responsible, on behalf of the Resuscitation Council (UK), for maintaining appropriate standards and providing support and guidance to both candidates and faculty. Course Directors are encouraged to identify potential problems at an early stage with a view to **local resolution**.

Where a candidate or an instructor has cause for a complaint this should first be raised with the Course Director. Most routine complaints are best resolved locally and informally with the Course Director and Medical Director.

If the issue cannot be resolved at the local level, a written complaint to the Chairman of the appropriate course subcommittee or, if relating to the Generic Instructor Course (GIC), to the GIC working group (via the course co-ordinator) should be made. The Resuscitation Council (UK) is unable to investigate anonymous or verbal complaints. The Resuscitation Council (UK) course co-ordinator will aim to acknowledge receipt of the complaint in writing within 5 working days. The complaint will be forwarded to the Chairman of the appropriate subcommittee or to the GIC working group and, in order for further enquiries to be made, the complainant's written permission to circulate the complaint to the appropriate parties is required.

On receipt of written permission, the complaint will be forwarded to the Course Director inviting any persons who have witnessed or have knowledge of what is alleged to comment with a view to determining whether there is a case to be answered. The Course Director should normally reply within 21 days.

Once all the information has been received, the Chairman of the appropriate subcommittee or the GIC working group will consider the evidence and determine how to resolve the matter. The subcommittee Chairman or the GIC working group should normally respond within 21 days and the complainant will be notified of the subcommittee Chairman's or the GIC working group's decision in writing.

The payment of any course fees is a contract between the candidate and course centre. The Resuscitation Council (UK) has no jurisdiction over the payment and / or potential refund of fees. Complaints regarding fees should be made directly to the Course centre. If the candidate remains dissatisfied they may choose to complain through the NHS complaints procedure by contacting the Trust's Chief Executive's office.

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