

## Complaints Policy

Resuscitation Council UK aims to always deliver high-quality products and services to everyone. Meeting the needs and expectations of our audiences is central to what we do. We therefore welcome feedback on how we are doing, to ensure we remain focused on continual improvement.

We aim to deal with every complaint we receive promptly, courteously and fairly.

### How to make a complaint

If you are unhappy with our products or services, we encourage you to speak to us in the first instance to help us understand your concerns and how we can help resolve them.

We can be contacted on the following number between 10:00am –

4:00pm: Monday-Friday: 020 7388 4678

If you are not happy with our verbal response, or wish to raise the matter more formally as a complaint, you can do this in several ways:

- ✓ Contact us via our support system at  
support.resus.org.uk
- ✓ Email to: enquiries@resus.org.uk
- ✓ By post to: First Floor  
60-62 Margaret Street  
London  
W1W 8TF

### Reasonable adjustments

Our aim is to make our complaints process easy to use and accessible for everyone. We will make any reasonable adjustments to help people access the policy and welcome requests to provide responses in other formats.

If you are unable to contact us in writing because of a disability and need a reasonable adjustment, please call us on 0207 388 4678.

### Complaint response times

We log all written complaints and will send you a written acknowledgement of receipt within five working days. All complaints will be managed in line with our Privacy Policy.

Your complaint will be passed to the relevant department. The relevant department will investigate your complaint properly and send you a full response within 21 working days (course complaint response times are detailed separately below). If for any reason we are unable to provide a full response within this timescale, we will contact you with an interim response to update you on progress and give you an estimated date when we expect to complete our investigation and notify you of the outcome.

## If you are dissatisfied with our complaint response

If, after we have responded you are not satisfied with our response, please email us at [compliance@resus.org.uk](mailto:compliance@resus.org.uk). We will decide on further steps required to resolve the situation and report as appropriate to the Chief Executive, Trustees or the Executive Committee.

### Course complaints

On behalf of Resuscitation Council UK, Course Directors/Medical Directors are responsible for maintaining appropriate standards and providing support and guidance to both Candidates and faculty. Course Directors/Medical Directors are encouraged to identify potential problems at an early stage. Where a Candidate or an Instructor has cause for a complaint, this should be raised with the Course Director/Medical Directors as soon as possible; most routine complaints are best resolved locally and informally.

If the issue cannot be resolved at a local level the complainant should send a written complaint.

- ✓ Complaints relating to ILS or PILS should be sent and managed directly by the course centre.
- ✓ Complaints relating to the Generic Instructor Course (GIC) should be sent to the GIC Course Coordinator and addressed to the GIC Steering Group.
- ✓ All other course complaints should be sent to the relevant RCUK Course Coordinator and addressed to the Clinical Leads.

Included with the complaint should be the complainant's written permission to share their complaint with any appropriate parties.

All written complaints will be acknowledged by the RCUK Course Coordinator within five working days. The RCUK Course Coordinators will also inform the complainant of RCUK's complaint process and next steps.

RCUK allows Course Directors/Medical Directors 21 working days to investigate the complaint locally and provide a written response answering any specific concerns to RCUK's Clinical Leads and relevant subcommittee chair. This is then reviewed by the Clinical Leads and relevant subcommittee chair who will provide a written response to the complainant within 21 working days of receipt of the course centre's investigation. Complainants should therefore allow 42 working days from the initial letter of acknowledgement until a formal written response is received.

If, after we have responded you are not satisfied with our response, please write to the Deputy Director of Clinical and Service Development, who will decide on any further steps required to resolve the situation and report as appropriate to Trustees or the Executive Committee.

Where any delay in response is expected, the complainant will be advised in writing for the reason for the delay and revised timescale.

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

Executive's Office or by following the private hospital/private training provider's complaints procedure.

### **Treatment or Care Complaints: PALS**

If your complaint relates to actions taken within an NHS Trust or a social care provider, for example relating to conversations, decision-making or specific care received (e.g. ReSEPCT, DNACPR decision), we advise you to approach the Patient Advice and Liaison Service (PALS). RCUK is unable to advise or investigate issues relating to external care providers. If you are unsure, please ask us for advice.

### **Data Protection**

All personal information provided to us in the course of a complaints procedure will be managed in line with our privacy policy.

Where a complaint relates to how we have handled personal data, this should be referred to [dataprotection@resus.org.uk](mailto:dataprotection@resus.org.uk).

### **Monitoring**

As part of continuous improvement, we ensure we monitor all complaints received and responses sent and use this data to feed into our ongoing service improvement. We report our complaints metrics quarterly to Trustees.