

## RCUK 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 at the following number: 020 7388 4678 between 08:00 and 16:00, Monday to Friday.

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:

- Via our Support System at <https://support.resus.org.uk>
- Via emailing to [complaints@resus.org.uk](mailto:complaints@resus.org.uk)
- By post: Resuscitation Council UK, 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 for providing support and guidance to both candidates and faculty. They are encouraged to identify and address potential issues at an early stage. Where a candidate or instructor has cause for complaint, this should be raised with the Course Director or Medical Director as soon as possible. Most routine complaints are best resolved informally and at a local level.

If the issue cannot be resolved locally, the complainant should submit a written complaint. All course complaints should be sent to [complaints@resus.org.uk](mailto:complaints@resus.org.uk), addressed to the Director of Clinical and Service Development. The complaint should include the complainant's written permission for RCUK to share the complaint with any relevant parties involved in the investigation.

All written complaints will be acknowledged within five working days. RCUK will inform the complainant of RCUK's complaint process and outline the next steps.

RCUK allows Course Directors or Medical Directors 21 working days to investigate the complaint locally and provide a written response addressing any specific concerns. This response should be sent to RCUK's Director of Clinical and Service Development, or to the Clinical Leads and relevant subcommittee chair. The complaint and the local investigation will then be reviewed, and a written response will be provided to the complainant within 21 working days of receipt of the course centre's investigation. Complainants should therefore allow up to **42 working days** from the initial acknowledgement to receive a formal written response.

If, after receiving a response you are not satisfied with the outcome, you may write to the Director of Clinical and Service Development. The Director will determine any further action required and report to the Trustees or Executive Committee as appropriate.

Where any delay in responding is anticipated, the complainant will be informed in writing, with the reason for the delay and a revised timescale.

The payment of course fees is a contract between the candidate and the course centre. RCUK has no jurisdiction over fee payments, refunds, or the allocation of candidate places. Complaints relating to fees, refunds or candidate allocation should be addressed directly to the course centre. If the candidate remains dissatisfied, they may pursue the matter through the relevant NHS Trust's or training organisation's complaints process by contacting the Trust's Chief Executive's Office, or by following the private hospital's or training provider's formal 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. ReSPECT, 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 don't hesitate to 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 relating to how we have handled personal data should be referred to [dataprotection@resus.org.uk](mailto:dataprotection@resus.org.uk).

## Monitoring

As part of our continuous improvement, we ensure that we monitor all complaints received and responses sent and use this data to inform our ongoing service improvements.

We report our complaints metrics quarterly to the Trustees.

| Document title:           | Number of pages: | Document reference: | Document status: | Issue date, version number: |
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| RCUK<br>Complaints Policy | 4                | ORG-01              | ACTIVE           | Feb 2026<br>V.2.3           |