



# Customer Charter

**React First Ltd**

*Last revision: 9<sup>th</sup> March 2018*

*Next revision: 9<sup>th</sup> March 2020*

## 1. Overview

React First Ltd provides training programmes that cover the first aid training needs of individuals and groups in both work and leisure environments. React First aims to deliver training of the highest standard and provides qualifications from the UK Regulated Qualifications Framework (RQF) and the Scottish Credit and Qualifications framework (SCQF) as well as bespoke courses using ITC First Awarding Organisation certification.

This charter makes explicit:

- Our service commitment to all of our customers.
- Our level of expectation of the service level required from React First staff and contractors.
- The basis on which customers can provide feedback.
- The timeframe for the delivery of services and delivery of certificates after course completion.

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

React First has a friendly, approachable, knowledgeable and efficient approach and will take the time needed to fully understand your requirements. The following information will be immediately available upon enquiry.

- a) All fee structures, costs and resources associated with any qualification.
- b) The nearest React First first aid course available for you to join as an individual.
- c) The assessment methods used for each qualification.
- d) Qualification training course outline and purpose.
- e) Resources & materials required.
- f) Administration procedures.
- g) Verification documentation and evidence of assessment decisions affecting learner's results when requested by the learner.
- h) The policies and procedures of React First.
- i) Health & safety guidelines used by trainers on courses.
- j) Customer complaints procedure.
- k) Assessment and other appeals procedure.

## 3. Customer Service Statements

3.1 We will aim to:

- a) Respond to all telephone enquiries during our Office hours (Monday – Friday, 8:30am – 4pm).
- 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 as soon as is reasonably practicable (within 5 working days)
- e) Forward the relevant certificates to candidates within 3 working days of receipt from ITC provided all invoices are paid in full.
- f) Acknowledge receipt of any appeal within 2 working days.
- g) Investigate appeals in line with our published policy.
- h) Acknowledge receipt of any complaint within 2 working days.
- i) Investigate all complaints in line with our published policy.
- j) Review this policy every two years.
- k) Respond to customer feedback.

If Customer Service Statement time deadlines are not achieved, this will be recorded and each incident investigated by React First Centre Manager and any recommendations noted. At the annual performance assessment new Service Statements will result from the previous year's recommendations.

## 4. Course Delivery and Certification Timeframes

4.1 Delivery of the service will take place on the date or dates agreed between both parties and confirmed on the booking form submitted via the React First website. Bookings are made online via the react first website.

At the point of booking clients must read and confirm that they are happy with the booking terms and conditions which are available from the booking form.

4.2 Payment in full is required before the agreed course start date.

4.3 Certificates for candidates who successfully complete the qualification will be issued within 3 weeks of the course end date. The courses delivered by React First are fully assessed and have a minimum number of contact hours, they lead to first aid qualifications. This means that it is possible for a candidate to fail to meet the assessment criteria required to pass the course. Certificates will not be issued to candidates who did not meet the necessary course assessment criteria or who did not attend for the required number of contact hours. No refund will be issued in these instances.

## **5. Summary Details of React First Complaints and Appeals Procedures**

5.1 If you wish to make a complaint or appeal the initial best step is to contact our Office directly and ask to speak to the React First Centre Manager who will 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 React First Complaints Policy and then make a formal complaint in writing posted to the React First Office address.

5.3 Contact details: React First Ltd, 12 Cadogan Gardens, London, SW3 2RS. Telephone: 0207 193 2608