



# Complaints Policy

**React First Ltd**

*Last revision: 21st November 2023*  
*Next revision: 20th November 2024*

## 1. Overview

1.1 React First is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding to all complaints and taking whatever steps possible to prevent further occurrences.

1.2 React First aim to ensure that:

- a) Making a complaint is as easy as possible.
- b) We deal with complaints promptly, politely, fairly, factually and confidentially.
- c) We respond in the correct and proper way, with explanation, apology or information as appropriate.
- d) We review and learn from complaints thereby improving our service.

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 React First is an ITC First approved Centre offering ITC qualifications. Complaints regarding teaching, assessment, recording and quality assurance will be initially handled by the Centre Manager.

1.5 After exhausting React First procedures, if you are dissatisfied with a decision made or procedures followed by React First you can then complain to ITC First, our Awarding Organisation/Body.

## 2. A Complaint or an Appeal?

2.1 An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by React First or ITC First is eligible to take advantage of the appeals process.

2.3 The React First Appeals policy may be found on the React First web site at <https://www.reactfirst.co.uk/centre-policies.htm> or a paper copy can be requested by writing to: Centre Manager, React First Ltd, 12 Cadogan Gardens, SW3 2RS.

The ITC First Appeals Policy can be found on the policies/procedures page of the ITC website at <http://www.itcfirst.org.uk/policies/policies/1.htm>

## 3. Formal Complaints to React First

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 React First will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [usually 15 working days].
- b) Deal reasonably and sensitively to the complaint.

c) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing.
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain to React First within 8 weeks of the occurrence.

3.5 React First will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to React First for review and if still not satisfied following a review they can complain to ITC Awards Manager who will follow ITC published procedures for handling complaints.

3.7 Escalation Routes

If not satisfied with ITC First published procedures then a complaint can be escalated to the external regulators, Ofqual or SQA Accreditation (if enrolled on an SQA Accredited qualification) after exhausting ITC First complaints procedure.

3.8 React First will log any complaints received on the complaints register, including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required. This register is shared annually with the Awarding Organisation ITC First.