



Complaints Policy

August 2025

Policy Statement

Residential Fire Safety Ltd. is committed to delivering high-quality fire safety e-learning and support services. We value all forms of feedback, including complaints, as essential opportunities to enhance the quality of our training and the overall learner experience. This policy sets out our approach to handling complaints with fairness, diligence, and professionalism.

Feedback may be submitted either directly to us or publicly, including via online review platforms. While we welcome open and constructive commentary—particularly regarding course content and learner experience—we respectfully request that operational concerns, such as technical issues or access difficulties, be raised with us directly in the first instance. This enables us to address such matters promptly and effectively.

Our objective is to ensure that every learner feels acknowledged, respected, and supported, regardless of the channel through which feedback is provided.

Purpose

The aims of this policy are to:

- Provide a clear process for raising concerns
- Ensure complaints are managed consistently and promptly
- Use feedback to enhance our training, platform, and support

This policy is not intended to assign fault, determine liability, or offer compensation.

Goals

- Acknowledge all formal complaints within two working days
- Investigate and respond to complaints within 28 calendar days
- Keep complainants informed throughout the process

Verbal Complaints

- Handled politely and empathetically by front-line staff
- Resolved promptly where possible
- If unresolved, escalated to a line manager
- Staff will not assign blame or make excuses



- If verbal resolution isn't possible, a written complaint may be requested
- All verbal complaints will be logged internally

Written Complaints

- Submit via email to complaints@residentialfiresafety.co.uk
- Complainant receives confirmation within 2 working days
- Further details may be requested to support investigation
- If acting on behalf of someone else, written consent may be needed
- Serious concerns may trigger legal advice, and internal investigation may pause during legal proceedings

Investigation & Resolution

- Investigations begin upon receipt
- Outcome provided in writing or via meeting within 28 days
- If a meeting is arranged, a representative may accompany the complainant
- A full explanation will be shared, and an apology offered if appropriate
- Written summary of the investigation and outcome will follow
- Any identified procedural issues will be addressed and documented

Appeals

If unsatisfied with the outcome, a written appeal may be submitted within 7 working days. Appeals are reviewed by a senior team member not involved in the original investigation.

Confidentiality

Complaints are handled in confidence. Information is shared only with individuals involved in investigating or resolving the issue.

Continuous Improvement

We review complaint trends regularly to help improve content, support, and platform quality.