

ALMC Complaints Procedure

Purpose

At Avon Local Medical Committee (ALMC), we are committed to delivering high-quality training and support to healthcare professionals. We aim to provide an excellent learning experience, but we recognise that occasionally concerns may arise. We take all complaints seriously and are committed to addressing them promptly, fairly, and sensitively.

How to Raise a Complaint

If you have a concern about any aspect of the course — including its delivery, content, materials, or administration — please raise this with us as soon as possible.

You can do this by:

- 1 **Emailing us at: info@almc.co.uk** Please include your name, contact details, details of the issue, and any relevant dates or supporting information.
- 2 **Speaking directly to the course organiser or trainer:** If you feel comfortable, you may raise your concern directly with the trainer during the course session. Where possible, we will aim to resolve issues immediately and informally.

How We Will Handle Your Complaint

- **Acknowledgement:** We will acknowledge your complaint within **5 working days** of receipt.
- **Investigation:** Your complaint will be reviewed by the course organiser or an appropriate member of our team who has not been directly involved in the issue. The matter will be investigated thoroughly and impartially.
- **Response:** A formal written response will be provided within **15 working days** of receiving the complaint. If additional time is needed, we will keep you informed of progress and provide an expected timeframe for resolution.

Complaints Relating to In-House ALMC Staff



If your complaint relates specifically to the conduct or actions of in-house ALMC staff members, please be aware that these matters will be referred to an **external investigator or HR professional** to ensure impartiality. This process allows for a fair, unbiased investigation.

While we will acknowledge receipt of your concern, please note that due to confidentiality, we may not be able to share full details of any disciplinary action taken as a result of the investigation.

Appeals Process

If you are not satisfied with the outcome of your complaint, you may request a review by a senior member of the ALMC team who was not involved in the original investigation. Appeals should be submitted in writing to **info@almc.co.uk** within **10 working days** of receiving our formal response.

Our Commitment to You

We are dedicated to learning from feedback and using it to improve the quality of our courses and services. Your concerns will always be treated with respect, and we thank you for helping us to maintain high standards of training and support for healthcare professionals.