



California Institute of EMT

Compliant Policy

1. INTRODUCTION

Complaints are an important way for the school to be made accountable to the wider public, provide valuable prompts to review its performance, as well as insight into how its employees conduct themselves. This policy has been developed to protect the interests of students and employees of the California Institute of EMT. The purpose of this policy is to enable students and employees to make complaints, to enable the school employees to effectively handle and resolve complaints, and to provide a process to collect, collate and retrospectively analyze complaint data to continuously improve operations. The policy will also set timelines for each phase of the review of complaints and resolution.

2. RESPONSIBILITIES

Management is responsible for:

- Establishing a system that manages complaints effectively and efficiently
- Ensuring the complaints process is effectively administered ensuring all staff are appropriately trained in complaints management
- Facilitating the development of the complaints management policy and procedure and the delivery of an effective complaints management system
- Conducting internal reviews where the school has initiated an investigation
- Ensuring that recommendations made through investigation reports and internal reviews are acted upon
- Notifying the EMS agency within 72 hours of any student or instructor complaint
- Maintaining accurate complaint records and determining the appropriate response to complaints
- Handling all complaints in accordance with the schools Complaint Procedure

3. STUDENT or EMPLOYEE COMPLAINT PROCEDURE

Management or administration should: LET THE STUDENT or EMPLOYEE EXPLAIN AND LISTEN CAREFULLY.

When a student/employee makes a complaint, in person, on the phone or via email, you must concentrate solely on what the student/employee is telling you. Make notes of the key facts and their concerns so you may address them each appropriately. Do not interrupt the student/employee, stay calm, in control and avoid defensive reactions. Stay composed, be

positive and helpful. In a supportive but concerned tone of voice you can demonstrate you are actively listening and empathetic to the student.

4. ACKNOWLEDGE

At the appropriate time during the conversation, acknowledge the student's perspective, and the stress this may have caused them. Tell the student or employee that you appreciate that they have brought this matter to your attention. This will demonstrate that you are concerned and want to assist them and resolve the matter.

5. ASK QUESTIONS AND SUMMARISE YOUR UNDERSTANDING

If a student/employee is angry, ask their permission to ask questions prior to doing so. This allows you to collect all the facts needed to understand what has happened and to identify how best to resolve the situation. Ask a combination of open ("what", "how", "who", "why", "where" and "when"), as well as closed questions (for example, "did you?", "is he?"). Finally, summarize your understanding back to the student/employee to ensure you are clear of the facts. In addition, give the student or employee the opportunity to share any further facts they may have omitted.

6. EXPLAIN THE ACTIONS THAT WILL BE TAKEN AS A RESULT OF THEIR COMPLAINT (verbal and written)

- If the complaint has been resolved to the satisfaction of the student or employee after a verbal conversation with management or administration, no other action will be needed.
- If a complaint is not resolved as the result from verbal conversation with management or administration an official Complaint Report Form should be filled out in detail and submitted to admin@ciemt.com with the subject line stating (Complaint).
- All Complaint Report Forms will be acknowledged as received by management or administration within 48 hours.
- An official investigation will be conducted and inquiries made into the event or events pertaining to the complaint by the Program Director of CIEMT Matthew Goodman. If Matthew Goodman is the subject of the complaint Principal Instructor Mike Wilson, Barry Jensen or the executive administrator Alexis Hernandez will conduct and document finding concerning the complaint.
- Reviews of complaints may take as long as 5 working days but not longer than 10 working days from receipt of the complaint unless notification has been made to the complainant that more time will be needed to accurately obtain the facts of the complaint. A deadline for the extended timeline will be established at that time.

- After a thorough review of the facts of the complaint has been completed any resolution, recommendations and disciplinary action determined needed by management as a result of the investigation will be carried out within 2 working days.
- The complainant will be informed of any decisions regarding resolutions, recommendations and/or disciplinary action as an outcome of the complaint prior to any action taken in a good faith effort to resolve the complaint satisfactorily.
- Accurate complaint records will be maintained and filed in both the students and employees' files (if applicable) and a separate yearly school complaint file.

7. FEEDBACK

Ask the student or employee what they expect as an outcome. Check that the student is happy with the suggested actions you have committed to. Where appropriate, ask the student if there is anything further that you could do at this stage to help them.

8. RECORDED THE COMPLAINTS

If a Complaint Report Form is submitted, it should include what preventative measures should be taken to avoid the issue occurring again. CIEMT will retain these forms, allowing the school to see if any patterns emerge over time. Numerous complaints about a particular process or service might indicate that changes need to be made. This data also allows employees to see what actions were taken to resolve complaints in the past and can help streamline them in the future.

9. ACTION THE AGREED NEXT STEPS AND FOLLOW UP

If the matter is not resolved when the complaint is made and you need to follow up with the client, record your attempts and the outcomes achieved at each attempt. Complaints are to be responded to promptly and handled objectively. Ensure that all further actions have been taken, and all promises made to the customer have been met. Provide the customer with confirmation when everything has been done as promised, and sign-off on the matter as resolved in the Complaint Report Form.

10. REVIEW PREVENTATIVE MEASURES

The school will review Complaint Report Forms on a continual basis to determine any measures that will be implemented to minimize the risk of similar occurrences in the future.

11. APPLICABLE FORMS

FORMAL COMPLAINT FORM



Name (REQUIRED): _____

Program / Course: _____

Class Start Date: _____

Contact Information: _____

Individuals Involved (names and roles if known): _____

Incident Description (Who, What, When, Where):

Supporting Documentation (if any): _____

Requested Outcome: _____

I certify that the information provided above is accurate to the best of my knowledge.

Student Signature: _____ Date: _____

SUBMIT FORM TO: ADMIN@CIEMT.COM

SUBJECT LINE "COMPLAINTS"

OFFICE USE ONLY:

Date of Complaint: _____

Handling Intake Name: _____

Action Taken: _____

Contacted Complainant: _____
