

MHFA England complaints, comments, and feedback policy and procedure

At MHFA England®, we're committed to ensuring that everyone has an excellent experience when learning with us.

If something doesn't go as expected or doesn't feel right, we encourage you to share your feedback or concern with us. We'll work with you to resolve issues informally and review any learning with the wider staff team to prevent similar issues from happening again where possible.

If your feedback or complaint relates to the Association of Mental Health First Aiders®, follow the process found [here](#). If your feedback or complaint relates to anything else, please follow the process below. You may also find it useful to review our [Quality Assurance framework](#) for further information.

Feedback and complaints process

If you have feedback or a complaint, please contact the MHFA England Customer Support team in the first instance. You can reach us by calling 020 3028 0760 or emailing info@mhfaengland.org. We aim to resolve concerns informally where possible.

If you're unhappy with the outcome of the informal resolution, the next step is to submit your complaint in writing by emailing feedback@mhfaengland.org. We'll acknowledge your complaint within two working days and aim to provide a full response within ten working days.

If you remain dissatisfied with the response, you may appeal within ten working days of receiving it. This appeal will be reviewed by the most appropriate member of our Leadership team. Our aim is to provide a response within ten working days. For more complex cases, it may take longer, and we will keep you informed accordingly.

In the unlikely event that we are unable to resolve the issue to your satisfaction, you may wish to contact the Regulator of Community Interest Companies at the following address:

The Office Manager, Office of the Regulator of Community Interest Companies
Room 3.68, Companies House
Crown Way, Cardiff



CF14 3UZ

MHFA England will maintain a written record of all complaints, comments, and feedback, including details of the person raising the issue, the nature of the concern, and how it was resolved in accordance with our privacy policy.