How to raise a concern

This page tells you how to tell us if you are unhappy with our training.

Who are we?

Stand2 trains staff to keep people safe.

We teach staff how to calm situations down. Sometimes we teach staff how to hold someone safely.

You can tell us if you are unhappy

- Something went wrong on a course.
- You or someone you know got hurt or upset.
- A trainer did not treat you well.
- You are worried about how staff use what we taught them.

Anyone can tell us. Someone can help you, like a family member, carer or advocate.

How to tell us

- **Email:** info@stand2.com
- **Write to:** Complaints, Stand2, Waterside, Basin Road, Worcester, WR5 3DA
- **Talk to us:** tell your trainer or anyone at Stand2.

You do not have to give your name.

What happens next

- **Within 3 working days** we tell you we have got your complaint.
- **Within 20 working days** we look into it and write to you.
- We find out why it happened and fix it.
- We tell you what we have changed.

If you are still unhappy

- You can ask our Managing Director to look at it again.
- If you are still unhappy after that, we will tell you who else you can contact.

If someone is in danger

If you think someone is in danger now, call **999**.

You will not get into trouble for telling us.

Full policy: stand2.com/policy/complaints-policy
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