

Association of Mental Health First Aiders: Feedback and Complaints Policy

The Association of Mental Health First Aiders (AOMHFA) is a professional membership body for Mental Health First Aiders (MHFAiders). Our mission is to grow and empower the largest community of Mental Health First Aiders to transform how we talk about and support mental health.

By creating the largest dedicated community of MHFAiders and a professional membership body, we can support MHFAiders long after they have completed their course. We provide our members with exclusive access to a wide range of resources, from ongoing training and qualifications to events and research so that we can harness their collective power to raise awareness and understanding of mental health stigma.

Here at AOMHFA, we are committed to providing exceptional membership support. While every effort is taken to provide this, sometimes mistakes are made. When something goes wrong, we want people to tell us about it. This will help us to improve.

Feedback and Complaints Process

If something goes wrong or doesn't feel right, the first step that you can take is to share your feedback or issue with us and we will work with you to resolve issues informally. We will also review any learning with the wider staff team to prevent the same issue from happening again where we can.

If you feel that things haven't been resolved to your satisfaction, you can make a complaint within 10 working days either in writing at queries@aomhfa.com or by calling us on 0203 928 0760. A manager will investigate the complaint, which may require a quick chat to clarify a few things, to identify any further resolution and provide a response in writing within 10 working days.

If you still remain unhappy with the resolution, please tell us in writing within 10 working days and your complaint will be referred to a appropriate member of the AOMHFA Leadership Team who will review the complaint, identify if any further resolutions can be made and provide a final response.

If you remain dissatisfied after this, you can write to 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