

## **1. Procedure Statement**

Choose Occupational Health takes pride in providing professional occupational health services, which meets the customers' needs and aims to provide the best occupational health service in Cumbria. In order to ensure we meet this we need to take account of the views and wishes of our Clients. Therefore, we welcome every opportunity to monitor and improve our services by having a complaints and compliments policy.

## **2. Purpose**

The Choose Occupational Health Complaints Procedure is intended to be:-

1. Accessible
2. Transparent and open to scrutiny
3. Consistent
4. Fair to complainant and staff
5. Timely
6. Inquisitorial – a desire to find out the facts
7. Used to stimulate continuous improvement

This Procedure shall also support the individual complained about, by making them aware of the complaint at as early a stage as possible. An appropriate person will be appointed by the manager dealing with the complaint to keep the person concerned, advised and informed at all stages throughout the process.

## **3. Complementing Our Service**

Compliments are valuable, welcome and are important to our service regardless of whether they are received verbally or in writing. To make a compliment in writing, please complete the form in Appendix A and email this to [office@chooseoh.co.uk](mailto:office@chooseoh.co.uk) for the attention of Cheryl Bryson, Office Manager. Choose Occupational Health will record all compliments to enable us to:-

- Understand if our services and staff are meeting the client's needs.
- A way of providing positive feedback to our staff.
- May be used to influence our organisation and service development.
- Allows us to check the level of service against our quality management system.

#### **4. Complaining About Our Service**

If you have a complaint regarding any aspect of our services or staff, please complete our complaints form in Appendix A and e-mail this to [office@chooseoh.co.uk](mailto:office@chooseoh.co.uk) for the attention of Sandra Holliday, Managing Director. If your complaint directly relates to the Managing Director, please direct your complaint for the attention of the Office Manager.

#### **Choose Occupational Health's Responsibility is to:-**

- Acknowledge the formal complaint in writing.
- Respond within the stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

#### **A Complainant's Responsibility is to:**

- Try and resolve the issue informally first, if this is not possible.
- Bring their complaint in writing to Sandra Holliday, Managing Director's attention within 3 months of the incident arising.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow Choose Occupational Health a reasonable amount of time to investigate and deal with the matter.
- Recognise that some circumstances may be beyond Choose Occupational Health's control.

#### **5. Who Can Use This Procedure?**

It is not possible to predict all circumstances where a complaint may arise therefore the Procedure is intended to be used by clients to allow the Choose Occupational Health Management Team to address each complaint on its merits. The following steps are a guide to the process that will be followed at the discretion of the appointed person to ensure that complaints are addressed in an objective and consistent manner.

**This policy will not be followed to manage any complaint raised by employees of Choose Occupational Health, these complaints will be managed through the Choose Occupational Health Disciplinary & Grievance Policy.**

**Choose Occupational Health employees should immediately inform Sandra Holliday, Managing Director if they are made aware that a complaint concerning them has been registered with their Professional Body. The Choose Occupational Health Senior Management Team shall decide how such cases are managed.**

## **6. How Long After The Event Can I Register a Complaint?**

Complaints will be investigated if they have been made within 3 months of the date of the event, which has given cause for complaint OR within 3 months of the date of discovering the reason for the complaint. Discretion may be applied in extending these time limits where, in the opinion of the Managing Director, it would have been unreasonable in the circumstances of a particular case for the Complaint to have been made earlier AND where it is possible to investigate the facts of the case.

Occasionally complaints received may be deemed threatening or abusive or are repeated complaints from the same person about the same or similar issues. In some circumstances Choose Occupational Health will refuse to respond any further (or at all) to such complaints.

## **7. Data Protection & Confidentiality When Dealing With Complaints**

All complaints shall be managed in conjunction with the Choose Occupational Health Quality Management System and recorded as a non-conformance on Form Complaint record Appendix A and is therefore open and transparent and liable to scrutiny and audit. Details recorded shall be limited to basic facts and agreed improvements and names and medical data identifiable to the persons concerned shall not be recorded. Any agreed improvements shall be recorded on Form Complaint record Appendix B and adopted as appropriate.

The Complainant and the person complained about shall be assured that confidentiality shall be maintained throughout the process.

All complaints will be held on file for 3 years and will then be destroyed in line with Choose Occupational Health Data Protection Policy.

## 8. Complaints Procedure

### Stage 1 – Informal (Verbal)

If you have a complaint regarding any member of the Choose Occupational Health staff or the service provided, you should first raise this with the person concerned or their line manager to allow the complaint to be discussed in a constructive manner. It is hoped that all complaints are dealt with informally/verbally in the first instance and that escalation is only required where an outcome has been unsatisfactory. Therefore, if this is not possible please go directly to Stage 2.

Where an issue is raised directly with a Choose Occupational Health employee and the matter is settled amicably between both parties, the issue need not be recorded as part of this procedure.

### Stage 2 – Formal (Written)

To raise a formal complaint regarding a Choose Occupational Health member of staff or to formally complain about a service, you should complete the form in Appendix A and send this to [office@chooseoh.co.uk](mailto:office@chooseoh.co.uk) for the attention of the Sandra Holliday, Managing Director. If the complaint directly relates to the managing director, please direct your complaint for the attention of the office manager.

Choose Occupational Health respect the right of the Client to instigate any complaint within their own Complaints Procedure, which will be fully support by Choose Occupational Health. However, this does not preclude Choose Occupational Health from carrying out its own investigation.

Where a formal complaint has been investigated internally by a Client, we would request that your formal outcome be sent in writing to Sandra Holliday, Managing Director once the matter is settled to the satisfaction of all concerned.

- a. Choose Occupational Health shall acknowledge the complaint in writing within 2 working days of receipt. An appropriately qualified member(s) of staff will then be appointed to carry out the necessary investigation. The person(s) appointed shall have the necessary professional skills to properly investigate the complaint.

The appointed member(s) of staff will meet with the Choose Occupational Health employee and advise them of the complaint and that they will be conducting an investigation and advise their line manager.

- b. Where necessary, the Appointed Person shall obtain evidence to support the complaint and where necessary request written consent from the complainant for access to confidential information including medical records relevant to any investigation.

- c. Where necessary, the Appointed Person may invite the complainant and the person complained about to attend meetings to discuss the complaint. Where meetings are held to discuss a Complaint, the Complainant and the person complained about shall be entitled to have a representation or support.
- d. Choose Occupational Health shall endeavour to provide the complainant, the person complained about and the Choose Occupational Health Client with fortnightly progress reports and close all complaints satisfactorily within six weeks. However, circumstances may dictate that this is not possible in all cases. Where an investigation and resolution exceeds six weeks all parties shall be contacted and a revised timescale agreed.
- e. Once the complaint has been fully investigated all parties will be advised of the outcome in writing and the complaint will be closed.

### **Stage 3 – Appeals Process:**

If the complainant is not satisfied at the end of this process they should appeal in writing to Sandra Holliday, Managing Director within one month of receiving the outcome. Any appeal should contain full details about what is being appealed and why. The complainant may be invited at the discretion of the Managing Director to a formal review of their appeal. This is the final step in the process and Choose Occupational Health will not normally respond further unless new information comes to light.

**If the complainant is still not satisfied with the outcome they will be offered the opportunity to refer the issue to an independent arbiter mutually acceptable to both parties and a cost to be borne equally between the parties. .**

**CLIENT COMPLAINTS AND COMPLIMENTS FORM – APPENDIX A**

Please complete and tick where appropriate.

<b>Full Name:</b>			
<b>Address:</b>			
<b>Reference Number:</b>			
<b>Company:</b>			
<b>Job Title:</b>			
<b>Contact Phone No.</b>			
<b>Contact E-mail:</b>			
<b>Is a written response required</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>	
<b>Nature of Feedback</b>	<b>Complaint</b> <input type="checkbox"/>		<b>Compliment</b> <input type="checkbox"/>
<b>What service did you use?</b>	<b>Screening</b> <input type="checkbox"/>	<b>Fitness for work</b> <input type="checkbox"/>	<b>Other</b> <input type="checkbox"/> Please provide details
<b>If complaint, have you attempted to resolve this informally?</b>	Please provide details		
<b>Complaint or Compliment Details:</b>	Please provide details		
<b>Signature</b>		<b>Date</b>	

Please e-mail the completed form to [office@chooseoh.co.uk](mailto:office@chooseoh.co.uk) for the attention of Sandra Holliday, Managing Director.

**By completing and sending this form, I give consent for the appointed investigating officer having access to the relevant clinical information (eg. Referral form, clinical notes taken at appointment(s) and management report(s)).**



**COMPLAINTS AND COMPLIMENT PROCEDURE - APPENDIX B – Complaint record form (FOR INTERNAL USE ONLY)**

Date notification received			
Nature and description of complaint <i>(What, where, why, how, when)</i>			
Name & contact details of Person reporting complaint		Role/Position of person reporting complaint	
Person appointed to investigate complaint		Role of person investigating complaint	
Details of investigation carried out <i>(resources used, consent required and sought, where any meetings or discussions held – with whom and reason)</i>			
Summary of any meetings held and parties present			
Progress reports issued (Y/N & date)	1.		
	2.		
	3.		
	4.		
Agreed improvement			
Person(s) responsible for implementing improvements		Date for review	
Feedback given to complainant		Date	

## Appendix C - Timeline of Complaints Process

