**COMPLAINTS OR RAISING CONCERNS POLICY**

**1.0         statement**

Workare Ltd strives to provide a high standard of service. If a problem or complaint does arise then this does need to be identified to allow investigation and a response. This includes reflection on the problem and if required, putting improved systems in place to prevent a reoccurrence.

Workare Ltd values the views of the users of its Occupational Health Service. Complaints concerning the service are made in line with the complaints procedure and will be handled in accordance with this.

Responsibility for managing complaints lies with the Contract Manager and escalation of complaints will be managed by Lorainne Jenkins, MD of Workare Ltd.

**2.0         AIMS**

The aims of complaint management are to ensure that any concerns raised are acknowledged, acted upon where appropriate and improvements made to service delivery. Formal complaints, expressions of dissatisfaction, comments and concerns can all potentially help raise the quality of the service and so are welcomed by Workare Ltd. We undertake regular meetings with clients and seek the views of service users to continually try and improve our services.

It is important that;

* All concerns and complaints are taken seriously, responded to appropriately and the issues highlighted are fed into our service improvement programme.
* Responses to complaints are undertaken as quickly as possible and where possible and appropriate through informal resolution.
* Formal complaints are investigated and the response to complainants undertaken within defined timescales.

General principles:-

* Anyone who expresses dissatisfaction with Workare Ltd’s Occupational Health services should have easy access to a simple, efficient complaints management process.
* Investigations into complaints should be seen to be fair to all concerned, with an emphasis on early communication and effective resolution where possible. This often involves meeting the complainant at the earliest possible stage.
* The outcome of investigations should be appropriate and proportionate.
* Complaints should be viewed as positive opportunities to listen and learn from service users’ views.
* Up to date information on how to complain will be displayed and readily available to service users.
* Fairness and support need to be offered to both complainants and staff.

**3.0      TIMESCALES**

Complaints need to be brought to Workare Ltd’s attention as soon as possible after the event.

**4.0       COMPLAINT PROCEDURE**

If the complaint is in person, the member of staff who handles the initial contact will try to establish whether it is a simple matter that can be resolved straight away. If it cannot be resolved the complainant should be put in contact with the Managing Director

An acknowledgment of a written complaint will be sent within five working days. The acknowledgement will contain a summary of the complaint and an outline regarding the purpose of the procedure

An investigation of the facts surrounding the complaint will be undertaken either by a senior clinician if the complaint is in regard to clinical elements and/or by the Managing Director for other operational issues.

If appropriate, the complainant may require a meeting either with the Managing Director or with one of the Clinicians. This will be arranged by appointment as soon as possible.

If the complainant does not want a meeting or it is not possible the named person investigating the complaint will send the complainant a detailed reply including suggestions for resolution. This will be within 21 days

Following a formal investigation a written outcome will be sent to the complainant. This will normally be within 21 working days of the acknowledgement of the complaint, but occasionally this may take longer. If Workare Ltd cannot respond within ten working days, an explanation will be given as to why this has taken longer.

If the complainant is dissatisfied with the response then they can ask for a review of the complaint. In this case the complainant will need to write to Workare Ltd stating why they feel that their complaint or concerns were not addressed.

Complaints will in this instance then be reviewed by the MD of Workare Ltd.

There is no fixed time scale for asking for a review although this should be as soon as possible after the complainant has received the first response. If a review does not alter the outcome the complainant will be informed with the reasons why this is so.

**5.0 THIRD PARTY COMPLAINTS**

Any service user, employee or employer can complain. Complaints can be made on behalf of an employee who is a service user by any individual that they have authorised to complain on their behalf. This might be a relative, friend, work colleague, manager or union representative.

It is important to remember that when responding to a complaint delivered via a third party.

Principles of medical confidentiality still apply. No information can be released about an individual to a third party without their written consent.

**6.0         CONFIDENTIALITY**

All complaints are dealt with confidentially, only people directly associated with the incident will be involved. All interview records and correspondence will be kept separate from any medical records. Workare Ltd reserves the right to use anonymised records of complaints for training and audit purposes.

Reviewed by: Lorainne Jenkins

Date: August 2013

Review Date: August 2014

Complaints Procedure

Workare Ltd

**Complaints Handling Policy**

**Our complaints policy**

We are committed to providing a high-quality health service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our senior director who will review your matter, file and speak to you.
3. [Name] will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the named director will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, [the named director will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the company to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the

Legal Ombudsman,

PO Box 15870

Birmingham

B30 9EB

About your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).) within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).