

Complaints Policy

Introduction

The Heales Innovation Group is committed to providing a high-quality service to everyone we deal with. In order to achieve this we encourage anyone who wishes to provide feedback or comments about our services, and to tell us when we get things wrong. We want to resolve any complaints about our services as quickly and effectively as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to complaints, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction whether justified or not.

Our policy covers complaints about: -

- the standard of service we provide
- the behaviour of our staff, partners, contractors, agents or agency workers
- any action or lack of action by our staff affecting an individual or group

Our complaints policy does not cover: -

- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

Scope

This policy applies to all members of the Heales Innovation Group, including Heales Innovation Ltd, Heales Business Services Ltd, Heales Enterprises Ltd, Heales Health Services Ltd (Heales Medical), HM Partnership LLP and Alpha Health Services Ltd.

This policy applies to all work undertaken on behalf of the group, including work undertaken by contractors, agents or third party organisations or providers.

This policy does not cover internal staffing matters in relation to any employees, partners, contractors, agents or agency workers, who should refer to the relevant HR policies.

Responsibilities

All policies affecting the Group are ultimately the responsibility of the Board of Directors via the Managing Director/Chief Executive Officer. The creation, implementation and review of policies will be appointed to an appropriate manager (Responsible Manager) who will report back to the MD/CEO on a periodic basis in respect of the operation, effectiveness and compliance with the policy.

Line Managers

Are responsible for the implementation of this policy and to ensure that all appropriate staff receive adequate training in respect of it. Line Managers must ensure compliance with the policy and report and breach to either the Responsible Manager or MD/CEO.

Line Managers are responsible for the urgent rectification of any breach of this policy or liaising with an appropriate manager in order to achieve rectification of a breach.

Human Resources

Liaise with Line Managers to implement a training and communication process to ensure all staff are made aware of the policy and that appropriate training is developed and delivered.

All Staff

Are responsible for ensuring that they read, understand and follow the requirements of this policy. Where there is a need to vary the processes or procedures set out in this policy, or where a breach of the policy is discovered, staff are required to highlight this with their Line Manager(s), and/or the MD/CEO with a view to gaining authorisation of a variation or rectification of a breach.

Complaints

Complaints may be made verbally, or in writing and at each stage will be recorded and acknowledged within 3 working days.

Complaints can be addressed to any member of the group and emailed to any individual within the Group, however, the following contact details can be used: -

Complaint Management Team

Heales Innovation Group

29 Bridge Street

Hitchin

Hertfordshire

SG5 2DF

Tel: 03333 449089

Email: healesoh@heales.com

Complaints may follow three stages:-

Stage 1:

An informal/formal complaint dealt with locally. The intent is to resolve the complaint within 10 working days. If this cannot be done, or the complainant is unsatisfied with the outcome, the complainant may escalate the complaint to stage 2. The complaint may be dealt with by any member of the OH team or the Contract Manager. All complaints regarding Group personnel will be dealt with by the Contract Manager.

Stage 2:

Complaints should be made in writing and will normally be dealt with by the Contract Manager. The complaint may also be reviewed/investigated by the Operations Manager. The intent will be to resolve the complaint within 10 working days of escalation, or if this is not possible to provide the reasons and update the complainant every 10 working days until the complaint is resolved.

Stage 3:

Where resolution is deemed unsatisfactory, the complainant may take the complaint to the next stage. At this stage the complaint will be dealt with by the Operations Manager and reviewed/investigated by the Managing Director/CEO, Chief Medical Officer or such other individual nominated by the Director/CEO or Chief Medical Officer where appropriate. The intent will be to resolve the complaint to the Complainant's satisfaction within 10 working days of escalation. If this cannot be done, the Complainant will be informed every 10 days until resolution is reached.

Confidentiality

All complaints will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018 (incorporating the General Data Protection Regulations), GMC, NMC and FOM guidelines.

Complaint Review

All complaints, once resolved, are raised at the Senior Managers Monthly Meeting with a view to reviewing the nature of the complaint, the action taken, any developing trends and changes in the Company's Standard Operating Procedures which may help to avoid future occurrences of the complaint.

Equality

This policy is compliant with the Company's Equality policy

Corporate Social Responsibility

This policy is compliant with the Company's CSR policy

Policy Review

This policy will be reviewed on an annual basis.

Document Control, Printing and the Environment

Please consider the environment if choosing to print a copy of the policy.

Printed copies of this policy are considered to be uncontrolled documents. Please refer to the Heales Document Management System (Policies) for the current version.