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Complaints  
Procedure

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## General Principles:

- Line managers will handle all verbal and written complaints, reporting to the Operations Director.
- In the absence of the Operations Director, another Company Director will handle the complaint.
- The Line Manager is responsible for monitoring the complaints and adhering to the response time detailed in this policy.
- Complaints are monitored for emerging patterns, as detailed in this policy.
- Poor performance issues are addressed in the Policy for Training, Development and Appraisals.

Complaints raised by a Client, or Locum in respect of a Mediplacements member of staff:

1. The complaint will be acknowledged within 24 hours of receipt.
2. The member of staff concerned is to be contacted and informed of the matter.
3. In all instances the member of staff should be given the right of reply. This should be given in writing and copies supplied to all the relevant parties.
4. If the complaint relates to a work permit application, the 'Office of the Immigration Services Commissioner' (OISC), can be contacted at 5th Floor, Counting House, 53 Tooley Street, London, SE1 2QN, telephone 020 7211 1551.
5. On receipt of written confirmation of the complaint from the Client or Locum, Mediplacements in conjunction with the Client/Locum will come to a decision as to the method by which the complaint should be handled. This will include deciding on how an investigation would be conducted, if an investigation were to be deemed necessary. This will depend on the nature of the complaint.
6. In all cases, the complaint will be recorded on the member of staff's file.
7. In all cases, Mediplacements will keep all parties informed of developments at all times.

Complaints raised by a Mediplacements member of staff, a patient or a client's customer against a Client/Locum:

In the event of a complaint being raised by a Mediplacements member of staff, a patient or a client's customer in respect of a work-based problem, the following will be adhered to:

1. In the first instance the complainant should contact the relevant Mediplacements Line Manager.
2. Details of any verbal conversation will be recorded.
3. Advice will be given, and depending on the nature of the complaint, a written submission of the complaint may be requested by the Line Manager.
4. A decision will be made in conjunction with the complainer as to the next stage of the complaint if appropriate, for example if an investigation or further action is required.
5. In all cases the complaint will be recorded on the Client/Locums records file.
6. Where serious complaints are upheld, Mediplacements will take the appropriate action in terms of reporting responsibilities.
7. In all cases, Mediplacements will keep all parties informed of developments at all times.

## Monitoring of Complaints:

Mediplacements operates a system of monitoring complaints to identify patterns or trends. The system will operate as follows:

1. Each time a verbal or written complaint is made about a member of staff, Locum or client, a record will be made on the form that is for the purpose of recording such issues.
2. The relevant Mediplacements Line Manager will check these forms on a regular basis. This will be for the purpose of identifying any trends or patterns that could otherwise be missed.
3. There will be a dedicated form for each Client, Locum and member of staff. This form will be completed regardless of other documentation and correspondence that may be required. These forms will be held in a complaints folder in alphabetical order, and each time an issue arises, the form will be completed. This should enable the manager monitoring the system to detect trends or patterns.
4. Should any trends or patterns be noticed, we will take necessary action, depending on the nature of the problem to address the issue.
5. If necessary Mediplacements will seek guidance on how best to take action, from a relevant professional organisation such as ACAS (Arbitration and Conciliation Services), Health Professions Council, The Police, The Office of the Immigration Services Commissioner (OISC), or the relevant governing body to our individual medical professions

Timescales for Action:

1. Written complaints will be acknowledged in writing within 24 hours of receipt.
2. Details of planned investigations or other appropriate action to be taken will be sent within 5 days.
3. The complainant will be kept informed in writing, on a regular basis as to the progress of the investigation/action.
4. Upon conclusion of the investigation/action a detailed outcome response will be sent.

In the event that any persons involved in a complaint are unsatisfied with the manner in which it has been handled, we would request that further contact is made in writing to the following director within the company:

Edward Simpson, Mediplacements, Wellington House, Trust Road, Waltham Cross, Hertfordshire, EN8 7HF