

HealthCo Complaints Policy

Definition: A complaint is defined as a statement about something that is unsatisfactory or unacceptable in relation to all activities carried out by HealthCo.

1. Purpose

At HealthCo, our clients, and learners are encouraged to provide positive or negative feedback about the service provided.

At HealthCo we will ensure that concerns will:

- Be dealt with in an open and transparent manner.
- Be acknowledged and responded to promptly and sensitively.
- All complaints are dealt with in a manner that is effective, complete, fair to all, and
- provides a just outcome.
- Complaints Procedure is regularly evaluated, and the information included is used
- to improve services.

2. Procedure Roles and Responsibilities:

- Encourage an environment where complaints are handled seriously and thoroughly.
- Ensure an effective complaint management system is in place.
- Ensure appropriate resources are available and utilised for effective complaint management.
- Ensure appropriate actions are implemented to eliminate risk or minimise similar complaints reoccurring.

3. The complaints officer will take responsibility for:

- List and then will open a file on the Complaints Summary Log
- Acknowledges complaint within 24 hours and explains clearly to the complainant the complaints procedure, the timeframe, and options available to the complainant at each stage of the process
- Documents all the information in relation to the complaint
- Document each stage in the complaint management form

- Ensure that all statements and documentation and the outcome is filed in the complaints file.
- Provide a written or in some cases a verbal explanation of the investigation within 5 working days of receiving the complaint.
- Monitoring of all complaints.
- Ensuring local action is implemented to minimise the risk of similar complaints reoccurring
- Review the trend of complaints and data at least every quarter
- Implement policies and local procedures to support staff, including staff training on the management of complaints.

4. How can a complaint be made?

- Verbally
- Written (through post or via email)
- Social Media Review
- Learner to client
- Learner to HealthCo direct
- Clients
- Any legal representative of the Learner
- Any other person with the consent of the Learner

Timeframes Involved Once a Complaint is Made

- The complaint will be acknowledged in writing within 24 hours of receipt of the written complaint.
- The complaint will then be investigated within and not exceeding 30 working days.
- Where the investigation takes longer than 30 days, HealthCo will keep all parties updated on the progress of the complaint at regular intervals.
- Where the 30 days timeframe cannot be met despite every effort, the investigation must be concluded within 6 months of the receipt of the complaint.

Time Limit to Make a Complaint

- A complaint must be made within 12 months of the date of the action giving rise to the complaint or of the person becoming aware of the action.
- The Complaints Officer may extend the time limit if they are of the view that there are special circumstances.

Verbal / Informal Complaints Procedure:

- An informal complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to agree on a way forward or a solution that suits both parties.
- All verbal complaints must be recorded on the relevant internal systems complaints summary log, detailing the complaint solution or actions taken etc.
- If the verbal complaint cannot be resolved it then becomes a written complaint and will be dealt with as per our procedure listed below.

Written / Formal Complaints Procedure:

Complaints must be made in writing and using the learner (complaints form, Appendix 2).

The complaint should be addressed to the program administrator for the

- The complaint will then be investigated within 30 working days.
- The complaints must contact the learner against whom the complaint has been made to inform them that a complaint has been received from another learner or client facility and to outline the details of the complaint. The complaints officer will request that the learner provide a written statement outlining their account of the events surrounding the accusation.
- The complaints officer will schedule an Investigatory Hearing and invite the learner to the same.
- A Where the investigation takes longer than 30 days, HealthCo representative from the HR Department must be present at the Investigatory Hearing, in addition to the Manager.
- All parties will receive a written update on the investigation as soon as possible not exceeding 30 days.
- will keep all parties updated on the progress of the complaint every 20 working days.

Review Date and All details below must be documented:

- Date of Complaint raised
- Source of Complaint
- Learner Involved
- Documented By (Person looking after complaint)
- Details
- Status (depending on severity)
- Attach any relevant documents Analysis of complaints All issues raised in the complaint must be comprehensively responded to. All points raised by the learner and agreed at the start of the investigation should therefore be properly considered and fully addressed in the response.
- Complaints and incidents will all be investigated and reviewed in a meeting every quarter.