

Complaints Information Guide

Introduction

RPS Occupational Health services are part of the RPS Group providing occupational health, safety and environmental advice, to a wide range of clients across the UK. Your organisation has contracted RPS to provide Occupational Health services and advice.

The Occupational Health service aims to provide an efficient and high quality service to all service users.

We take all complaints seriously and the aim of the procedure is to ensure that any complaints, concerns or problems raised are acknowledged, acted upon where appropriate and improvements made to service delivery where appropriate.

If you are unhappy with any aspect of service you receive in occupational health, please speak to a member of staff as soon as possible.

Who can complain?

Any service user, employee or employer can complain. In addition, 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.

How do I complain?

Informal complaints / expressions of concern

Informal complaints or expressions of concern can be raised to any member of occupational health staff in writing, in person or over the telephone.

It is important that every effort is made to resolve your concerns at a local level and wherever possible complaints will be dealt with informally.

If you complain 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 there and then will be given or sent a copy of this procedure and your complaint will be passed to an appropriate manager who will respond to you within 5 working days.

If you are not satisfied with the outcome after making an informal complaint you can submit a formal complaint in writing stating the facts surrounding the complaint.

Formal complaints

Formal complaints should be made in writing by email or letter to:

Mrs Caroline Pearson
Divisional Customer Services Director
RPS Occupational Health
35 New Bridge Street

London EC4V 6BW

Email: caroline.pearson@rpsgroup.com

What information we'll need from you:

- a clear, detailed written description of what your complaint is about
- copies of any letters or emails related to the complaint
- your email address or postal address (so we can reply)

What happens next

Following receipt of your written complaint an acknowledgment will be sent to you within two 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 an appropriate senior clinician or administrator.

Following the investigation a written outcome will be sent to you. This will normally be within twenty working days of the acknowledgement of the complaint, but occasionally this may take longer. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

RPS's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you are an employee of an RPS client company your employer will be informed that a complaint has been made and the general nature of that complaint eg appointment; attitude of staff; clinical treatment; communication; confidentiality; consent etc.

If you are still remain unhappy with the response

If you are still dissatisfied with the response you can ask for a review of the complaint. In this case you will need to write to the person named below stating why you feel that your complaint or concerns were not addressed:

Brett Durden
Divisional Director RPS Health, Safety and Environment
RPS Occupational Health
Leeming Lane South
Mansfield Woodhouse
Notts NG19 9AQ
Email: durdenB@rpsgroup.com

A review should be requested as soon as possible but within twenty working days of receiving the first response. Our response will normally be within twenty working days of the request for review. If a review does not alter the outcome you will be informed with the reasons why this is so.

What cannot be dealt with by the complaints procedure?

Complains about your employer
Complains about your GP or NHS services
Events requiring investigation by a professional disciplinary body
Events about which you are already taking legal action