

Complaints Procedure

Purpose and Scope

RPS Occupational Health strives to provide a high standard of service. If a problem or complaint does arise then this needs to be identified to allow investigation and response and if required the implementation of an improved system to prevent a re-occurrence.

Complaints can range from minor to serious issues and arise in relation to any aspect of OH provision, even when good professional standards are maintained. Impartial OH advice may not always meet the expectations of both employer and employee.

The complaints procedure is intended to ensure that all complaints are handled fairly, effectively, consistently, in a timely manner and wherever possible resolved to the complainant's satisfaction.

The purpose of this document is to outline the process for investigation, documentation and response to a complaint. A complaint will be investigated in a systematic and detailed way to ascertain any changes that may be required to improve the quality of practice and service delivery within RPS Occupational Health.

Definitions

A complaint is defined as 'an expression of dissatisfaction with RPS Occupational Health, with a member of occupational health staff, or with occupational health service delivery that requires a formal response'.

Informal complaints / expressions of concern

Informal complaints can be raised to any member of occupational health staff in writing, in person or over the telephone by any recipient of a service from occupational health.

Whenever possible complaints should be dealt with informally, directly with the person who is responsible for the service or transaction concerned. If the complainant is not satisfied with the outcome, after making an informal complaint, then they can submit a formal complaint.

Formal complaints

Formal complaints should be made in writing by email or letter.

Line Manager = Senior Administrator/Office Manager/POHN/SOHN/Operations Manager/Operational Director.

Responsibilities

RPS Occupational Health responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- Take action where appropriate.

A complainant's responsibility is to:

- make their formal complaint, in writing
- explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow RPS a reasonable time to deal with the matter.

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and RPS maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

All interview records and correspondence will be kept separate from any medical records. Clinical issues must only be managed by a clinician and employee clinical details must not be passed to non-clinicians (IT, HR, RPS non clinical managers).

Process

Informal complaints / expressions of concern

1. The member of staff who first receives the complaint will try to establish whether it is a simple matter that can be resolved straight away and attempt to deal with the complaint on an informal basis. The aim of the informal handling is to resolve the subject's dissatisfaction by listening and providing information, explanation and reassurance. Timescale – within 2 working days
2. If the complaint cannot be resolved the individual should be advised that the complaint is being passed to an appropriate manager who will make contact within 5 working days.

If the complaint is still not resolved then the individual should be advised to put the complaint in writing to the Divisional Customer Services Director and be given or sent a copy of the Occupational Health Complaints Information Guide (document CSG1)

3. The informal complaint/expression of concern must be recorded on the relevant issues log.

Formal complaints

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

Mrs Caroline Pearson

Divisional Customer Services Director
RPS Occupational Health
35 New Bridge Street
London EC4V 6BW
Email: caroline.pearson@rpsgroup.com

On receipt of the written complaint the following process should be instigated:

1. Receipt of a formal written complaint – Customer Services Director
 - Complete Section 1 of the Formal Complaints Investigation Form
 - Record the complaint on the Complaints Log & Tracker
 - Allocate an appropriate manager for complaint investigation and response.
 - Communicate details to the investigating manager
 - Contact the complainant to acknowledge the complaint and give timescales for a fuller, more formal response
 - Timescale – two working days
2. Investigation (Designated Line Manager)

The investigating manager will:

- Collect and collate as much factual information relating to the complaint as possible including personal testimonies, written/electronic records
- Analyse the information gathered and develop an action plan involving and communicating with other OH staff as necessary
- Inform the complainant if there is any delay in the investigation timescales and give regular updates until conclusion
- Complete section 2 of the Complaints Form in full.
- Send a formal written response to the complainant within the agreed timescales.
- Update the Complaints Log & Tracker
- Timescale - 20 working days

Information gathering could involve staff from other OH offices; clients; client employees and third parties.

The focus of the analysis should be on establishing exactly what happened and why it happened with the main emphasis being on learning from the event and changing behaviours, practices or systems, where appropriate.

The analysis is guided by answering the questions in italics in the Complaints Form.

Section 2 of the Complaints Form should be completed in full. It is good practice to attach any additional evidence (e.g. copy of a letter or amended protocol) to the report. The report should be written up by the individual who led on the event analysis.

If the complaint is raised by an individual employee then the employer should be informed that a complaint has been made and the subject of the complaint given in accordance with coding system on the investigation form eg Appointment, Attitude of staff, Clinical treatment etc.

***The investigation report and notes should not include any clinical detail relating to any individual.**

3. Monitor actions (Designated Line Manager)

The line manager monitors progress of all actions that are agreed and implemented e.g. if a new/amended protocol is felt necessary then progress of its development should be monitored and reported back.

If change is required it is important to ensure that affirmative action is taken.

4. Wider Reporting/Sharing (Designated Line Manager/Customer Services Director)

Complaints may highlight changes which need to be made to processes shared within RPS OH as a whole. Complaints are discussed at the monthly Senior Management meetings.

5. 3 month review (Designated Line Manager)

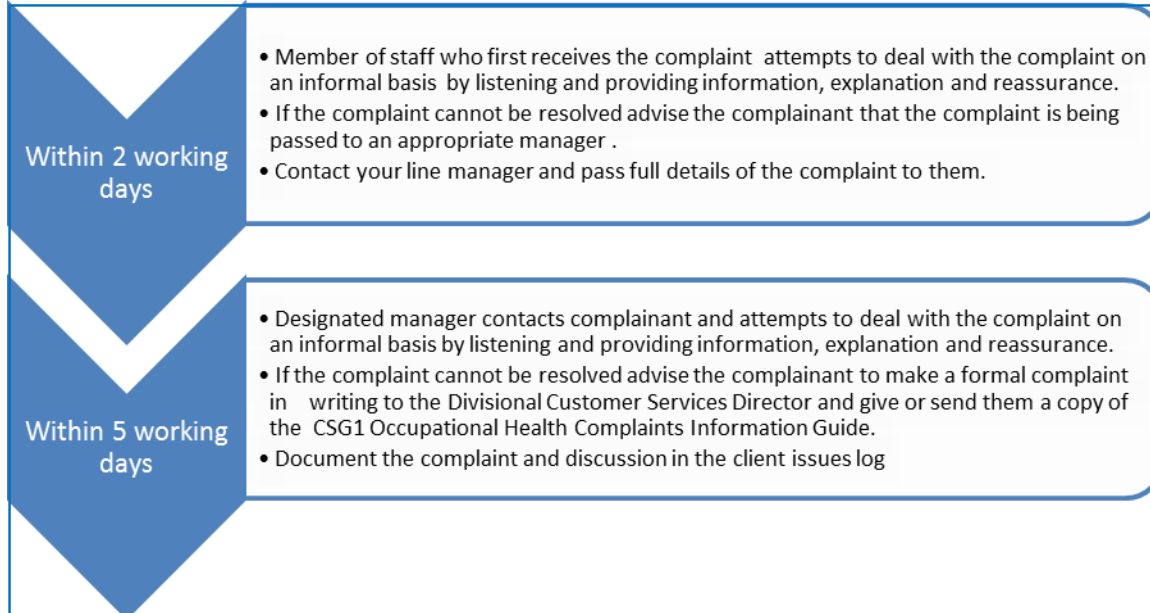
All complaints shall be checked for effective resolution and action taken to prevent recurrence and the chance of receiving a similar complaint in the future has been managed effectively.

Documentation

- CSF1 Formal Complaints Investigation Form
- Complaints Log and Tracker
- CSG1 Occupational Health Complaints Information Guide

Process Flow - Complaints management

Informal Process Flow



Formal Process Flow

