

# Complaints Procedure for One HMG Healthline

## Objective

- 1.1 One HMG Healthline is committed to ensuring complaints are handled in the most effective way possible.
- 1.2 The principal objective of the Complaint Procedure is to lay out the requirements for handling complaints.
- 1.3 The procedure will also allow One HMG Healthline to investigate and review individual complaints about the service provided, and review current procedures or staff training, and put new practices into place.

## Scope

- 2.1 This Complaints Procedure for One HMG Healthline only applies to complaints made about service delivered by One HMG Healthline or a member of the team. Complaints about Government department policies will not be considered here

## Definition

- 3.1 A complaint is defined as:

*“an expression of dissatisfaction whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a healthcare facilitated service, which alleges that the complainant has suffered (or may suffer) dissatisfaction with healthcare delivery/facilitation, distress or inconvenience”*

- 3.2 Any expression of dissatisfaction no matter how insignificant which is expressed by a patient in relation to the activities of One HMG Healthline will be deemed to be a complaint. A complaint does not have to be justified. One HMG Healthline has a responsibility to ensure a complaint is investigated and the person given a written response to the complaint.

## How to make a complaint

- 4.1 Please send your complaint in the first instance in writing to the One HMG Healthline mailbox [Healthline@healix.com](mailto:Healthline@healix.com). The Contract Manager or other manager will assign the complaint to a member of the team to acknowledge, investigate and either reply directly to the complainant or prepare a draft for the appropriate manager's signature.

4.2 A complaint received on any day other than a business day, or after close of day on a business day, will be treated as received on the next business day.

4.3 You can make a complaint by telephone and the details noted; a summarised copy will be sent to the complainant to ensure the detail has been captured accurately.

## Acknowledgement of Complaints

5.1 All complaints will be acknowledged in writing within five business days of receipt. A substantive reply should be sent within 10 working days of acknowledging the complaint. If more time is needed by the investigating manager, you will be advised as such, and a new date given when you should expect to receive a substantive reply.

## Responding to Complaints

6.1 A final response will be sent to you within 10 days of the complaint being acknowledged. If it has not been possible to complete the investigation within that timescale, you will be advised in writing, explaining why and indicating when a final response will be issued.

6.2 The investigation will be deemed to have been completed when the final reply is sent.

## Appeal process

7.1 In the event that you are not satisfied with the outcome of your complaint, you must set out the reasons in writing and send to the One HMG Contract Manager. The One HMG Contract Manager will consider the points raised and review the case. The One HMG Contract Manager will reply within 10 days of receipt of the email setting out what information was considered in the review and the outcome.