

## EXTERNAL COMPLAINTS POLICY

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## Change History

Date	Version	Created by	Description of change
22/06/2021	0.1	Lauren Couperthwaite	Initial Draft
12/07/2021	0.2	Lauren Couperthwaite	Clean version sent for approval.
12/07/2021	1.0	Lauren Couperthwaite	Final version agreed.
14/12/2021	1.1	Glyn Makin	Updated Switchboard telephone number
15/02/2022	1.2	Glyn Makin	Updated Section 1 – What is a Complaint
16/02/2022	2.0	Glyn Makin	Final Version

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## 1. What is a Complaint?

Mobile Doctors Limited (MDL) defines a complaint as:

“A complaint is defined as any expression of dissatisfaction, whether oral or written, whether justified or not, from or on behalf of an eligible complainant about the MROs services including, but not limited to the provision of, or failure to provide, a medico-legal report.”

## 2. MDL Approach to Complaints

We take complaints received into the business very seriously, and to ensure we manage them to the very highest of standards we have created our Complaints process in-line with the Parliamentary and Health Service Ombudsman [Principles of Good Complaint Handling](#).

### **Getting it right**

MDL is committed to delivering a transparent, responsible and accountable service in everything we do, including in terms of how we manage complaints. We welcome feedback as it allows us to improve our service, by identifying areas of improvement in our service delivery.

### **Being customer focused**

Complaints are dealt with promptly and in-line with the Service Level Agreements. We treat complainants fairly, sensitively and communicate clearly.

### **Being open and accountable**

MDL handles complaints with honesty and transparency. Our responses are objective and evidence based.

### **Acting fairly and proportionately**

MDL understands and respects the diversity of claimants, instructing parties, medical experts and the general public. Complaints are investigated thoroughly, on a timely basis and fairly. Decisions made are based on the facts and evidence available. We also treat our work colleagues who have received a complaint about them fairly, ensuring they also have an opportunity to respond.

### **Putting things right**

In the event that an investigation into a complaint identifies that MDL are in part or entirely responsible, as appropriate to the circumstances, an acknowledgement of responsibility, an apology and an explanation will be provided to the complainant. Remedial action, if relevant, will be taken promptly to mitigate the impact of the matter complained about and to prevent future occurrences. Compensation may be awarded to the complainant in certain scenarios, where they have suffered financial loss due to an error made by MDL.

### **Seeking continuous improvement**

MDL monitors complaints received into the business on a monthly basis and any trends, or recurrent root causes are raised and addressed promptly, with mitigating actions implemented swiftly.

### 3. How to Make a Complaint

Complaints may be submitted via various methods e.g. letter, verbally or via email:

The contact telephone number is: 0330 0990444.

The dedicated email addresses for complaints are:

ClientCare@mobiledoctors.co.uk for general complaints.

mdlcompliance@mobiledoctors.co.uk for complaints relating to personal data.

To submit a complaint via letter, please address this to:

“The Client Care Team” for general complaints.

“The Risk and Compliance Officer” for complaints relating to personal data.

The “Head of Operations” for complaints about the way an existing complaint has been handled.

At:

Mobile Doctors Limited,

4 The Courtyard,

Calvin Street,

Bolton,

BL1 8PB.

Your complaint will be acknowledged within one working \day of receipt and a full response outlining the findings, the decision where appropriate and the appropriate resolution will be provided to you within 20 working days\* by the Client Care Team. Depending on the method chosen to submit your complaint, the response will be sent via email or telephone to ensure a quick response, unless you have expressed you wish for all correspondence to be sent via letter.

\*If this is not possible for any exceptional reason, you will be notified before the expiry of the 20-day period and advised of the reasons for not being able to resolve the complaint within the usual period.

### 4. Complaint Management Procedure

- All complaints will be logged by the Client Care team on the central complaints register via our dedicated CRM system.
- Depending on the subject matter, some complaints can be resolved more quickly than others. Upon receipt of a complaint that may be resolved quickly, the Client Care team will take all necessary steps to resolve it on the same day it is logged on the complaints CRM system.

- Some complaints will require further investigation. If the complaint cannot be resolved at the time of logging, an acknowledgement will be sent to you and any actions that can be taken as appropriate. The complaint will be reviewed by a dedicated complaints handler every few days until the matter can be resolved and a full response issued.
- If you are not satisfied with the response provided, the complaint will be escalated to the person managing the Client Care Team (this is presently the MELT Manager), who will aim to respond with an agreed final resolution within a further 5 business days.
- If you are still not satisfied with the response provided, the complaint will be escalated to the relevant Head of Operations, who will aim to respond with an agreed final resolution within a further 5 business days. This is the final stage of the internal complaints process.

## 5. Validity and Document Management

This document is valid as of approved date. The document must be reviewed and, if necessary, updated at least once every 12 months.

When evaluating the effectiveness and adequacy of this document, the following criteria must be considered by the Head of Operations:

- Amendments to statutory or regulatory requirements
- Complaints received about the complaints process
- Monthly complaint analysis, including trend analysis and root cause analysis

## 6. Reviewers and Approvers

Name	Title	Role	Date	Decision
Glyn Makin	Head of Operations	Owner		
Lauren Couperthwaite	Risk and Compliance Officer	Reviewer		
Hannah Holden	MELT Manager (presently managing the Client Care Team)	Reviewer		
Senior Management Team		Approver	16/02/2022	Approved