



Complaints Process

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Policy Contact	Matthew Betteridge
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Approved by	OneCall24 Policy Team

One Call is committed to providing a high level of service to all of its customers, and as such, a robust Complaints process has been implemented, ensuring that all complaints, regardless of their nature and severity are dealt with in a timely and acceptable manner.

Ensuring that One Call 24 handle complaints well:

- Demonstrates their commitment to the clients, staff, temporary workers and/or patients
- Demonstrates their commitment to providing the best possible service
- Assists One Call 24 in identifying issues within the business so they can be addressed
- Prevention

One Call 24 view complaints as an opportunity to learn and improve for the future, as well as addressing the complaint with the complainative in order to rectify. The policy followed is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at One Call 24 knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Complaints can be received via email, phone or fax alert. In all instances the same process is followed throughout to ensure consistency throughout the business.

The following process followed is:

- Complaint recorded on the central register within a day of receiving it. If it can be resolved informally over the phone, then it will.
- Written complaints acknowledged within 3 days.
- Investigation opened into complaint received.
- Relevant parties contacted for statements.
- Member of staff may be required to speak to the complainative.

- Complainant will be invited to meet, discuss and resolve the complaint. This will be done within 5 days.
- Within 2 days of the meeting, One Call 24 will write to the complainant to confirm what took place and agreed solutions.
- If no meeting is possible, a detailed reply will be sent to the complainant. This will include any suggestions for resolving the matter, done within 5 days of completing his investigation.
- At this stage, if not satisfied, the complainant will be directed towards other bodies such as the REC or the relevant professional body (NMC, GMC etc)
- Where patient safety is questioned, appropriate action will be taken in order to reduce risk. This may include removing temporary workers from assignment until such time as a complaint has been resolved.
- Where necessary, any complaints and its findings will be escalated to the relevant professional & regulatory body.
- Complaints are resolved within 15 days; however, if this is not possible, all relevant parties will be kept informed, with an audit trail documented on the recruiter system.

Complaints will be recorded & reviewed during monthly/yearly meetings in order to highlight trends. Any areas of improvement are quickly identified, with necessary changes implemented and communicated in order to reduce any further risk or dissatisfaction.