

Complaints Process

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Approved by	OneCall24 Policy Team

1. Introduction

One Call 24 Limited (OneCall24) 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. At all times, the complaints procedure will comply with:

- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- [NEW] The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- [NEW] Parliamentary and Health Service Ombudsman (PHSO) – NHS Complaint Standards

2. Scope

OneCall24 ensures that this written complaints procedure is made readily available to all relevant parties, including (but not limited to):

- Authorities
- Participating Authorities
- Temporary Workers
- Internal Staff
- Work Seekers

3. Principles of Complaints Handling

OneCall24 views complaints as an opportunity to learn, improve services, and where appropriate, repair relationships. The aims of this policy are to:

- Provide a fair, clear and accessible complaints procedure
- Publicise the complaints process and how to access it
- Ensure staff understand their responsibilities when receiving a complaint
- Investigate complaints proportionately and within agreed timescales
- Resolve complaints wherever possible at local resolution
- Capture learning to improve service delivery and reduce recurrence

4. Complaints Handling Process

Complaints may be received via email, telephone or other written communication. The following process applies:

- All complaints are recorded on the central register within one working day of receipt. Where a complaint can be resolved informally at first point of contact (for example by telephone), this will be actioned and recorded accordingly.
- Written complaints are acknowledged within two working days.
- An investigation is opened promptly upon receipt of the complaint.
- Relevant parties are contacted for statements and information as part of the investigation.
- A member of staff may be required to speak directly with the complainant.
- Where appropriate, the complainant will be invited to meet (virtually or in person) to discuss and seek resolution. This will normally take place within five working days.
- Within two working days of any meeting, OneCall24 will write to the complainant to confirm what was discussed and any agreed actions or solutions.
- Where a meeting is not possible, a detailed written response will be issued to the complainant within five working days of completing the investigation, including any proposed remedies or learning.
- If the complainant remains dissatisfied, they will be provided with details of appropriate escalation routes, such as the REC or the relevant professional or regulatory body (for example NMC, HCPC or GMC).
- Where patient safety or safeguarding concerns are identified, appropriate and immediate action will be taken to reduce risk. This may include the temporary removal of workers from assignment pending the outcome of the investigation.
- Where required, complaints and investigation findings will be escalated to the relevant professional or regulatory body.
- Complaints are normally resolved within ten working days. If this is not possible, all relevant parties will be kept informed of progress and reasons for delay, with a clear audit trail maintained on the recruiter system.

Complaints will be recorded, monitored and reviewed on an ongoing basis and formally reviewed at regular management meetings (at least quarterly).

Complaint data is analysed to identify patterns, themes and emerging risks, including repeat issues, service failures or training needs. Learning outcomes and areas for improvement are identified, and appropriate actions are agreed, implemented and communicated.

Where trends or recurring issues are identified, OneCall24 will take timely action to reduce the risk of recurrence and to improve service quality. Evidence of learning and improvement is retained as part of governance and quality assurance arrangements.

As part of the complaints handling process, Temporary Workers supplied in the provision of services will be promptly and appropriately informed of complaints relating to them, unless doing so would place any person at risk or compromise a safeguarding investigation.

OneCall24 will ensure that complaints are discussed with the Temporary Worker in a fair and transparent manner and that demonstrable actions are agreed and implemented to prevent recurrence, which may include additional supervision, training, support, or other proportionate measures.

Records of actions taken and outcomes achieved are maintained as part of the complaint record and personnel file where appropriate.

5. How to raise a complaint

All complaints can be raised to the One Call 24 Complaints Team:

Email: Complaints@onecall24.co.uk

Contact Name: Susanna Caddeo, Complaints Manager

Contact number: 0333 322 1122

Address: 239 Old Marylebone Road, London, NW1 5QT – registered Office

Escalation

If a complainant remains dissatisfied after completion of OneCall24's complaints process, they may escalate concerns to the appropriate external body, depending on the nature of the complaint.

Professional Regulators

Nursing and Midwifery Council (NMC)

Address: 23 Portland Place, London W1B 1PZ

Telephone: 020 7637 7181

Email: ukenquiries@nmc-uk.org / newreferrals@nmc-uk.org

General Medical Council (GMC)

Address: 350 Euston Road, London NW1 3JN

Telephone: 0161 923 6602

Email: gmc@gmc-uk.org

General Dental Council (GDC)

Address: 37 Wimpole Street, London W1G 8DQ

Telephone: 020 7167 6000

Email: info@dentalcomplaints.org.uk

Health and Care Professions Council (HCPC)

Address: Park House, 184–186 Kennington Park Road, London SE11 4BU

Telephone: 0300 500 6184

Website: www.hcpc-uk.org

NHS Counter Fraud Authority (NHS CFA)

Address: NHS CFA, 7th Floor, HM Government Hub, 10 South Colonnade, Canary Wharf, London, E14 4PU

Phone: 0800 028 4060

Email: complaints@nhsfcfa.gov.uk

The Care Inspectorate

Address: Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Phone: 0345 600 9527

Email: enquiries@careinspectorate.gov.scot / concerns@careinspectorate.gov.scot

Home Office

Immigration Enforcement Hotline: 0300 123 7000

Crimestoppers: 0800 555 111

Fraud Hotline (Action Fraud): 0300 123 2040

Website: <https://www.gov.uk/report-immigration-crime>

Ombudsman Schemes

Where a complainant remains dissatisfied after OneCall24 has exhausted its internal complaints process and all reasonable local resolution options have been completed, further escalation may be made to the appropriate Ombudsman, depending on the nature of the complaint.

Local Government and Social Care Ombudsman (LGSCO)

The LGSCO considers complaints about adult social care services in England once the provider's complaints process has been completed.

- **When to contact:** Where a complaint relates to adult social care and local resolution has not achieved a satisfactory outcome.
- **Who can contact:** The complainant or their authorised representative.
- Contact details:
 - Website: www.lgo.org.uk
 - Telephone: 0300 061 0614

Parliamentary and Health Service Ombudsman (PHSO)

The PHSO considers complaints about NHS services after the organisation's complaints process has been completed.

- **When to contact:** Where a complaint relates to NHS services and remains unresolved following completion of the complaints procedure.
- **Who can contact:** The complainant or their authorised representative.
- Contact details:
 - Website: www.ombudsman.org.uk
 - Telephone: 0345 015 4033

OneCall24 will provide complainants with the relevant Ombudsman details where appropriate and will cooperate fully with any Ombudsman review.

Should a complaint be escalated, OneCall24 will ensure that the details of how the complaint has been resolved should be notified to the Authority in writing as soon as possible thereafter.

Furthermore, we will upon request at any time from the Authority provide the Authority with an update as to the progress of the resolution of the complaint.

Where OneCall24 receive poor reports of a Temporary Worker's performance in a Confidential Reference written to us by, or on behalf of the Authority, we shall not supply that Temporary Worker to the Authority, until the Authority is satisfied that the issues identified have been resolved, will not recur and has confirmed this in writing to us.

Full records are retained on file of any and all complaints received. This is crucial as part of our ongoing commitment to continuous improvement, as well as part of our Quality Assurance Policy.

OneCall24 provide a copy of our complaints procedure to each Temporary Worker at recruitment. Each Temporary Worker signs and dates a declaration confirming receipt of such procedure and this declaration is retained in a way that cannot be altered, with the personnel records for that Temporary Worker.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.