

Complaints Process (Scotland)

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Policy Contact	Matthew Betteridge
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Target Audience	Agency Workers
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. At all times, the complaints procedure will comply with the requirements of the Local Authority Social Services.

One Call 24 ensures that the below written complaints procedure – for handling complaints, omissions and oversights is made readily available to all relevant parties, included, but not limited to:

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

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 complaintive 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 business days.
- Investigation opened into complaint received.
- Relevant parties contacted for statements.
- Member of staff may be required to speak to the complainant.
- 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 business days inclusive; 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 to reduce any further risk or dissatisfaction.

Escalation

Where a complaint cannot be resolved satisfactorily, One Call 24 will escalate accordingly, or provide escalation details to those appropriate, as follows:

NMC

Address: 23 Portland Pl, London W1B 1PZ

Phone: 0207 637 7181

Email: complaints@nmc-uk.org

GMC

Address: 350 Euston Rd, London NW1 3JN

Phone: [0161 923 6602](tel:01619236602)

Email: practise@gmc-uk.org

GDC**Address:** 37 Wimpole St, London W1G 8DQ**Phone:** 0207 167 6000**Email:** info@dentalcomplaints.org.uk**HCPC****Address:** Park House, 184 Kennington Park Road, London SE11 4BU**Phone:** 0845 300 6184**Email:** ftp@hcpc-uk.org

Should a complainant or Agency Worker be unhappy with the outcome of a complaint handled by One Call 24, they may contact director a directors@onecall24.co.uk. Alternatively they can contact their local ombudsman or regulatory body. One Call 24 will cooperate with any appeal raised and aim to reach an accepted outcome.

The regulatory body for Scotland is the Care Inspectorate (known as the Social Care and Social Work Improvement Scotland (SCSWIS) and they can be contacted at the following address:

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 0345 600 9527