

### STATEMENT

Prohms Occupational Health Service strives to provide a high standard of service. If a problem or complaint does arise then this does need to be identified to allow investigation and a response to take place. This includes reflection on the problem and if required putting improved systems in place to prevent a reoccurrence

Prohms Occupational Health Service values the views of the users of their occupational health service.

Responsibility for managing complaints lies with the Managing Director

### AIM

The aim of this document is to guide all staff working for Prohms Occupational Health Service in the handling of complaints and supporting the effective management of complaints.

The aims of complaint management are to ensure that any concerns raised are acknowledged, acted upon where appropriate and improvements made to service delivery where appropriate. Formal complaints, expressions of dissatisfaction, comments and concerns can all potentially help raise the quality of the service.

It is important that;

- All complaints are taken seriously, respond appropriately, and learnt from issues highlighted and through action plans and systems of governance to improve the services provided.
- Response to complaints are undertaken as quickly as possible and where possible and appropriate through informal resolution.
- Formal complaints are investigated and the response to individual or client company undertaken as soon as possible or within twenty-five working days

General principles: -

- Any individual or client company who expresses dissatisfaction with Prohms Occupational Health Services should have easy access to a simple, efficient complaints management process.
- Investigations into complaints should be seen to be fair to all concerned, with an emphasis on early communication and effective resolution where possible. This often involves meeting the individual or client company at the earliest possible stage.
- The outcome of investigations should be appropriate and proportionate responses and redress.
- Complaints should be viewed as positive opportunities to listen and learn from service users' views.
- Up to date information on how to complain must be displayed and readily available to service users.
- Fairness and support need to be offered to both individual or client company and staff.

### TIME SCALE

Complaints need to be brought to the attention of Prohms as soon as possible after the event. If the complaint is delayed, it may not be possible to undertake a realistic investigation and therefore may lead to Prohms being unable to offer an explanation or apology.

## **THIRD PARTY COMPLAINTS**

Any service user, employee or employer can complain. Complaints can be made on behalf of an employee who is a service user by any individual or client company that they have authorised to complain on their behalf. This might be a relative, friend, work colleague, manager or union representative.

It is important to remember that when responding to a complaint delivered via a third-party, principles of medical confidentiality still apply. No information can be released about an individual or client company to a third party without their written consent.

## **CONFIDENTIALITY**

All complaints are dealt with confidentially, only people directly associated with the incident will be involved. All interview records and correspondence will be kept separate from any medical records. The OHS reserves the right to use anonymised records of complaints for training and audit purposes.

## **COMPLAINTS PROCEDURE**

- If the complaint is in person, the member of staff who handles the initial contact will try to establish whether it is a simple matter that can be resolved straight away. If it cannot be resolved the individual should be put in contact with the Operations Manager by completing QD087 Complaints Form.
- If the complaint is still not resolved then the individual should be advised to put the complaint in writing to:

**The Managing Director, Prohms Ltd, Suite 4, Park Valley House, Park Valley, Lockwood, Huddersfield HD4 7BH.**

- An acknowledgment of the written complaint to the individual will be sent within five working days. The acknowledgement will contain a summary of the complaint and an outline regarding the purpose of the procedure.
- An investigation of the facts surrounding the complaint will be undertaken either by a senior clinician if the complaint is in regard to clinical treatment or by the Managing Director for other operational issues.
- If appropriate, the individual or client company may require a meeting either with the managing Director or with one of the Clinicians. This will be arranged by appointment as soon as possible.
- Following the investigation, a written outcome will be sent to the individual or client company. This will normally be within ten working days of the acknowledgement of the complaint, but occasionally this may take longer. If the OHS cannot respond within ten working days, an explanation will be given as to why this has taken longer.
- If the individual or client company is dissatisfied with the response, then they can ask for a review of the complaint. In this case the individual or client company will need to write to the OHS stating why they feel that their complaint or concerns were not addressed.
- There is no fixed time scale for asking for a review although this should be as soon as possible after the individual or client company has received the first response. If a review does not alter the outcome, the individual or client company will be informed and given the reasons why this is so.