

MEDECHO LIMITED

COMPLAINTS MANUAL

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MANUAL IDENTIFICATION

Copy Number:.....of.....

Issued to.....

Title.....

Signed:.....

Management Representative/Quality Manager

REVISION AND AMENDMENT REGISTER

DATE	PAGE NUMBER	PROCEDURE NUMBER	REVISION DETAILS	ISSUE NUMBER
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Complaints Policy

Medecho Ltd has the following procedure for handling complaints.

1. General Principles
 - 1.1 The Recruitment Consultants will handle all verbal complaints relating to the attendance or timekeeping of Locums. The Management Team will handle all other verbal and written complaints. The complaints system is subject to the departmental quality assurance audit

process.

1.2 The Director of Recruitment is responsible for monitoring the complaints and adhering to the response time detailed in this policy. Complaints are monitored for emerging patterns, as detailed in this policy. Poor performance issues will be addressed, recorded, monitored and where deemed necessary referred to other bodies such as the GMC and/or the Secretary of State for Health within 24 hours where a lack of competence or malpractice has been demonstrated.

2. Complaints raised by a Client in respect of a Locum Doctor

2.1 The complaint will be acknowledged in writing within 24 hours of receipt. The Locum will be contacted and informed of the matter, with permission from the complainant. In all instances the Locum should be given the right of reply. This should be given in writing and copies supplied to all the relevant parties, with written consent. If the complaint states that the Locum is professionally unsound, or has failed to uphold good Professional Practice, the Locum will be immediately suspended from that assignment.

2.2 On receipt of written confirmation of the complaint from the Client, the agency in conjunction with the Client will come to a decision as to the method by which the complaint should be handled. This will include deciding on how an investigation would be conducted, if an investigation were to be deemed necessary. This will depend on the nature of the complaint. The complaint will be considered against the NHS Code of Practice.

2.3 In all cases, the complaint will be recorded on the Director of Employment personal file. Where serious complaints are upheld, the Locum will be taken off the agency register, and the appropriate action taken in terms of notifying statutory bodies. The GMC will be notified within 24 hours, following outcome of the complaint where an investigation has demonstrated malpractice or lack of competence. Medecho Ltd will then liaise with the professional body until an outcome has been reached.

2.4 In all cases, Medecho Ltd will keep all parties informed at all times. Medecho Ltd will endeavour to resolve all complaints within 15 calendar days of the complaint being notified to us, unless the nature of the complaint requires additional investigation or action by a professional or government organisation. (GMC or the police.) We will endeavour to provide a written summary of the outcome of complaints within 15 Calendar days of the complaint, unless the nature of a complaint requires additional investigation. If resolution is not possible within 15 calendar days an update letter will be sent every 15 calendar days updating the complaint progress.

3. Complaints raised by the Locum

3.1 In the event of a complaint being raised by the Locum in respect of a work-based problem or with Medecho Ltd, the following will be adhered to:

In the first instance the Locum may contact their Recruitment Consultant, or Team Manager. Details of any verbal conversation will be recorded. Advice will be given, and depending on the nature of the complaint, a written submission of the complaint may be requested by the Recruitment Consultant or Management Team. Where appropriate, a decision will be made in conjunction with the Locum as to the next stage of the complaint if appropriate, for example if an investigation or further action is required. In all cases the complaint will be recorded and kept on the Client's file. Where serious complaints are upheld, Medecho Ltd will take the appropriate action in terms of reporting responsibilities. In all cases, Medecho Ltd will keep all parties informed at all times.

4. Monitoring of Complaints

4.1 Medecho Ltd operates a system of monitoring complaints to identify patterns or trends. The system will operate as follows:

Each time a verbal or written complaint is made about a Locum or Client, a record will be made on the Complaint Form. The Director of Recruitment will check these forms on a regular basis. This will be for the purpose of identifying any trends or patterns that could otherwise be missed and to produce an annual report for the independent Inspection of an outside body. Should any trends or patterns be noticed, we will take necessary action, depending on the nature of the problem to address the issue.

If necessary we will seek guidance on how best to take action, from professional organisations and bodies such as:

The Department of Health
The Health Professionals Council
The General Medical Council
The Recruitment and Employment Confederation

5. Timescales for Action

- 5.1 Written complaints will be acknowledged in writing within 24 hours of receipt. Details of planned investigations or other appropriate action to be taken will be sent within 3 days. The complainant will be kept informed in writing, every 15 calendar days as to the progress of the investigation/action. Medecho Ltd will endeavour to resolve all complaints within 15 calendar days of the complaint being notified to us, unless the nature of the complaint requires additional investigation or action by a professional or government organisation. (e.g. GMC or the police.)
- 5.2 Upon conclusion of the investigation/action, a detailed outcome response will be sent. We will endeavour to provide a written summary of the outcome of complaints within 15 Calendar days of the complaint, unless the nature of a complaint requires additional investigation. Should the complaint not be resolved within 15 Calendar days we will provide a written “progress report” every 15 calendar days until the complaint has been resolved and concluded.
- 5.3 Following resolution of a complaint where Malpractice or Lack of Competence has been demonstrated the case will be referred to the relevant professional body within 24 hours of Medecho Ltd receiving the conclusion of the complaint. Medecho Ltd will then liaise with the professional body until an outcome has been reached.

In the event that you are unsatisfied with the manner in which your complaint has been handled, please contact the Director of Recruitment: Faris Shaban. 020 8969 9915

In accordance with the Care Standards Act you may also contact the Recruitment & Employment Confederation.

Policy Review

This policy will be reviewed annually by the Director of Recruitment

