



Clinical Professionals – Complaints Policy

Purpose

Clinical Professionals is committed to providing a high-level service to our customers and clients. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards. We ensure that making a complaint is as easy as possible and we treat complaints as a clear expression of dissatisfaction with our services, calling for immediate action to be taken.

You have the right to complain: We take complaints seriously. Employees and customers should be assured that making a complaint will not adversely affect your ongoing interaction with Clinical Professionals.

Equality: You should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: We believe that complaints should be dealt with in a fair and open manner. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Confidentiality: We treat complaints as confidentially as possible however we may need to discuss complaints with other organisations/customers of Clinical Professionals.

COMPLAINTS PROCEDURE

First Stage

Clinical Professionals will always seek to resolve complaints as early as possible and ideally, at the First Stage point of contact. First Stage resolution should be completed within 5 working days and complaints resolved at this stage will be recorded by listing details of the complaint, the outcome and any action taken. Should the outcome at this stage be unsatisfactory, the complaint will be progressed to the Investigation Stage.

During this stage of the complaint process, all communications will be via the appropriate Clinical Professionals Manager/Director. Should the complaint involve this individual, our Legal and Compliance (“L&C”) Dept at legal@clinicalprofessionals.co.uk should be the first point of contact. Our L&C team will be responsible for establishing what information is required and for gathering the evidence to support the complaint. Clinical Professionals will provide a template to allow the complainant to document the nature of the complaint.

Second Stage

Investigational Stage. As every complaint is different so is our approach to investigating and resolving the issue(s). Investigations will be conducted in a way that is proportionate to the nature and degree of seriousness of the complaint. However, all complaints will be thoroughly and objectively investigated.

To support further investigation, Clinical Professionals will establish clear guidelines to help identify the types of issues appropriate to each investigation stage. These may include where:

- First stage resolution was attempted but the complainant remains dissatisfied
- Explain the issue and clearly and fully as possible, including any action taken so far;
- Names of the employees, clients or customers involved; and the resolution sought.
- The complainant refuses to engage with the First Stage resolution process
- The issues raised are complex and will require detailed investigation
- The complaint relates to issues that have been identified as serious or high risk

During this stage of the complaint process, all communications will be via our Legal and Compliance Dept at legal@clinicalprofessionals.co.uk. Our L&C team will be responsible for establishing what information is required and for gathering the evidence to support the complaint. Clinical Professionals will provide a template to allow the complainant to document the nature of the complaint.

Once the L&C team have been informed, we will provide the complainant with the name and contact details of the specific individual dealing with the complaint.

Any individuals who are the subject of the complaint will not be involved during the investigation stage. Should L&C have been involved during the First stage, the Investigation stage will also be supported by our CFO/CEO.

In some cases, serious complaints may need to be investigated by someone independent of Clinical Professionals. Complaints will be acknowledged within 5 working days from date of receipt.

A full response to the complaint will be issued within 15-30 working days of receipt.

Response

All issues raised during the complaint process will be comprehensively responded to. All points raised by the complainant and agreed at the start of the investigation will be properly considered and fully addressed in the response.

Any areas of disagreement or varying accounts can be acknowledged without dismissing what the complainant raised. Clinical Professionals decision will be formally communicated to the complainant using their preferred means of communication and confirmed in writing. Where an investigation identifies a service failure and Clinical Professionals proposes to take action to resolve the issue, the response will include details of what will be done and when.

In cases where a complaint is upheld, an action plan will be drafted setting out how the recommendations will be implemented and who will be responsible for implementing them.

Redress

Where service failings have been identified, Clinical Professionals offers an array of suitable redress which should meet the needs of the complainant. Appropriate redress could include:

A sincere and meaningful apology

An explanation

Correcting the error – staff training

Financial redress- any compensation paid to the complainant for any loss or damages shall be limited to the value of the contract. (only if applicable)

Escalating the Complaint

Following our response to your complaint, if you feel we have been unable to resolve your complaint satisfactorily, you can ask for your complaint to be referred to The Association of Professional Staffing Companies Limited (APSCo) for further investigation or you can contact the EAS (Employment Agency Standards Inspectorate).

Association of Professional Staffing Companies (APSCo) – complaints@apsco.org

Confidentiality

Maintaining user confidentiality is essential and security of data relating to individuals must be protected in accordance with the Data Protection Act 2018 and General Data Protection Regulations 2016/679. No confidential information relating to complaints will be disclosed to any third party unless Clinical Professionals has the patient's consent or some other lawful authority to do so.

Anonymised information arising from complaints may be shared with other agencies.

Review

The Complaints Policy document will be reviewed **on a regular basis**. Any changes made will be noted in the Amendments Record (*below*).

Amendments Records

Section	Date	Revision Highlight	Approved By