



**POLICY NUMBER: 9**

**POLICY TITLE:**

**A24GROUP POLICY ON THE MANAGEMENT OF COMPLAINTS**

**THE PURPOSE OF THIS POLICY:**

**To clearly state the A24Group policy and procedures that are followed when dealing with complaints from Locum Doctor's.**

**POLICY CONTENT:**

**A24GROUP DEALS WITH COMPLAINTS IN THE FOLLOWING MANNER:**

- A24Group will investigate every complaint that it receives from locum doctor's, regardless of the initial apparent severity.
- A24Group will investigate the details of a complaint as far as possible and will, at all times and at appropriate stages of the investigation take the appropriate action.
- A24Group will make it clear to all involved in a complaint exactly what the appropriate policies are and what the intended actions are.
- Every complaint, whether received verbally or in a written format, will be directed and/or routed to the complaints department. This department has access to the required resources, such as locum doctors.
- As soon as a complaint is received it will be recorded on a complaint record form.
- A24Groups aims to respond to all written complaints within 5 working days.
- Each complaint is recorded in detail and in writing. All steps taken and all events relating to the complaint are recorded in the same manner.
- When deciding whether the immediate exclusion of locum doctors is required, A24Group will take the apparent severity of the complaint as well as the wishes of the complainant into consideration.
- A24Group has set itself the target of, wherever possible, resolving the complaint and providing full feedback to all involved parties within 15 working days. This is dependant on other legislative requirements and/or specific circumstances.

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**A24GROUP DEALS WITH COMPLAINTS IN THE FOLLOWING MANNER:**

- A24Group will keep all affected parties involved of the progress of the investigation. This will be done in writing.
- A24Group will always inform locum doctor's of complaints against them, except in the case of a confidential reference or alleged fraud. A24Group's policy on whistle blowing will also be applied in this regard.
- A24Group will always provide the subject of the complaint a full and fair opportunity to respond to the complaint. A24Group will follow a detailed process of interview and correspondence with the subject of a complaint to establish the validity and fairness of a complaint.
- On the basis of the input from the complainant and A24Group's initial investigation, A24Group will compile a detailed plan of action to provide a remedy for the complainant, prevent the complaint from happening again and, if appropriate, institute suitable action against the subject of the complaint.
- Wherever it may be appropriate A24Group will work with the subject of the complaint to establish how the complaint may be resolved and how re-occurrence may be avoided. All agreed on actions will be monitored appropriately.
- All POVA and POCA complaints will be dealt with strictly according to the requirements of those registers. A24Group has other policies in place that details these actions.
- In the case of domiciliary clients, A24Group will inform them, at the outset of a complaint, that they have the right to escalate the complaint to the contracting authority if A24Group does not resolve the complaint to their satisfaction within a reasonable time period.
- A24Group will provide all involved parties with a written notice of the outcome of a complaint. The complaints department at A24Group will keep a complete record of all events and paperwork in the complaints record form.
- A24Group, through the complaints department, reviews the content of resolved and outstanding complaints records on a regular basis to monitor our service quality and to identify any areas of concern.
- Wherever required, the complaint and the outcome will be reported to the CQC.

**END OF POLICY**