

COMPANY HEALTH GROUP PLC POLICY / PROCEDURE

TITLE: COMPLAINTS

DEPT: ALL

1. Purpose

The formal complaints policy and procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible appropriately resolved to the complainant's satisfaction.

General Objectives

CHG is committed to the provision of quality service in accordance with the needs and expectations of its customers and our service delivery partners and we, also recognise, the value of our customer opinions and the contribution they make in the process of policy formulation and service delivery.

2. Scope

CHG's Equal Opportunities Policy applies to all CHG stakeholders, including customers, staff, potential staff, associates, partners, subcontractors and suppliers.

3. Legislation

N/A

4. Quality Assurance

CHG will monitor the operation of this policy in order to:

Measure the effectiveness of this policy
Highlight practical issues and seek solutions

This document is available in large print or other languages upon request.

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The company aims to have a system which

- Provides our customers with the best possible service
- Is easily accessible and well published
- Is simple to understand and use
- Is speedy, with established time limits for action, keeps people informed of progress
- Maintains the confidentiality of both staff and customers, in order to ensure fairness to the complainants
- Effectively addresses all the points at issue, and provides appropriate redress
- To deal with complaints in the language of the complainant's choice
- Will ensure that it is possible to take relevant steps to eradicate shortcomings in the service

Definition of a 'Complaint'

A 'complaint' is defined as follows:

"an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by all categories of CHG staff or contractors"

How we deal with a complaint

We want to help you resolve your complaint as quickly as possible

Let us know if you are unhappy about:

- A decision we have made
- Any aspect of our work
- A member of staff providing incorrect information or treating you unprofessionally

If you are concerned about a policy issue, including its impact on you, we will reply to you providing information and an explanation.

We aim to answer your enquiry fully. If we fail to do this please let us know and we will try and add to our original reply.

If we make a mistake

If we have made a mistake we will:

- say sorry
- tell you what went wrong and why
- learn from it, and
- put it right as fast as possible

Who may complain?

The Complaints Procedure will be available to all internal and external customers of CHG. Every effort will be made to treat all complaints seriously and deal with them quickly. Enquiries may be undertaken into anonymous complaints but obviously no response can be provided to the complaint.

How to make a complaint?

Stage 1 - Investigation

If the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she can put things right. Alternatively, please request our Complaints Procedures Form for completion. You should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. If you experience any difficulty in obtaining our form or you are unsure who to complain to, please contact or write to Joanne Cummings on 0191 497 6056 or email joannecummings@companyhealth.co.uk

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a written response and an explanation within 15 working days.

Stage 2 - Review

If you are not satisfied with the initial response to the complaint then you can write to our Director of Quality and Standards at Company Health Ltd, 5 – 7 Carlton Court, Fifth Ave, Team Valley Trading Estate, Gateshead, Tyne and Wear. NE11 0AZ and ask for your complaint and the response to be reviewed. You can expect the Director of Quality and Standards to acknowledge your request within 5 working days of receipt and a response within 15 working days.

CHG's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from our Director of Quality and Standards, then you have the option of writing to the Chief Executive Officer of Company Health Group Plc at Suite 309, New Loom House, 101 Back Church, Lane, London. E1 1LU stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from our Director of Quality and Standards.

The Chief Executive Officer (or a nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation

CHG aim to resolve 90% of complaints received within these 20 working days. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.