

Document Classification: Medica Public

Introduction

This document sets out the principles and process that enables you to give feedback or make formal complaints about any aspect of the service supplied by MEDICA Group.

We aim to ensure that:

- Giving feedback or making a complaint is as easy as possible
- We treat your feedback/complaint seriously
- We deal with any complaints promptly* and in confidence
- We learn from feedback and complaints and use them to review and improve our service
*(*within specified timescales)*

Our approach to feedback and complaints aligns with the principles published by CQC, the Parliamentary & Health Service Ombudsman, current data protection law and other legal or regulatory requirements where applicable.

What is a complaint?

We define a complaint as any expression of dissatisfaction, justified or not, with our service and which calls for a response. We will fully investigate all complaints, review feedback and learn from subsequent findings so that we can continuously improve our service. These could include, but are not limited to:

- If we do not deliver a service on time or in accordance with our service level agreements
- If we give you incorrect information
- Telecoms, IT systems or Medica procedural issues
- If you have an issue with our customer service
- Positive feedback and/or suggestions

Accessibility

A paper or electronic copy of the current version of this document is available on request.

How to Contact us to make a complaint

If you wish to make a complaint you can contact us in any of the ways listed below.

By email: feedback@medicagroup.co.uk

In writing to: Medica Reporting Limited
6th Floor
One Priory Square
Hastings
East Sussex
TN34 1EA

Customer Feedback Policy

Please indicate clearly that you wish to make a complaint and identify the exact nature and details of the issue you wish to raise. Please include as much information as possible, such as reference numbers, dates etc.

(Note: Please do not include patient identifiable information or other sensitive personal data)

We will acknowledge receipt of your complaint within 2 working days*.

*(*if received during standard office hours Mon-Fri)*

Your complaint will be fully investigated with a response issued as soon as the investigation has been completed*. During our investigation, we may contact you to obtain additional information in order to progress the case**.

(This should be within 28 days of receipt of the complaint)*

*** Complaint cases will be closed after 28 days if Medica has not had a response from a complainant to requests for required additional information)*

If there is a delay in any aspect of the investigation which will affect our response, we will keep you informed.

Next Step

Following the investigation and response to your complaint, if you remain unhappy, you can contact the **Chief Operating Officer** (CQC registered manager), at the above addresses (email and postal) for further investigation where necessary and a final response.

Revision History

Author/Approver	Version	Review Date	Reason	Review by Date
R Harper / SR	1.0	24/07/2009	First Release	24/07/2010
D Fowler / RH	1.1	20/05/2010	Review	20/05/2011
WRM	1.2	01/07/2013	New format headers & Footers	01/07/2014
LG	1.3	24/06/2014	'Exception' replaced with 'Discrepancy'	24/06/2015
SC	1.4	15/10/2014	New footer	24/06/2015
DH/JW	1.5	02/09/2015	Update e-mail, telephone & address. Transferred to new document template.	02/09/2016
EB	1.6	03/09/2015	New Document Classification added	02/09/2016
GT	1.7	02/09/2016	Review.... No changes	02/09/2017
GT	1.8	14/08/2017	Review.... No changes	14/08/2019
EB/GT	1.9	25/01/2018	Removal of COO name from document	14/08/2019
EB	2.0	19/02/2019	New template added	14/08/2019
EB	3.0	23/04/2019	Full review. New principles added (draft)	14/08/2019
BG/JW/PC/AH	3.1	02/08/2019	Additional amendments to match website changes	14/08/2019
EB	3.2	13/08/2019	Amendments following group meeting	13/08/2020
BG/SB/JW/GT/IE	3.3	27/08/2019	Further amendments following group meeting & document renamed.	27/08/2020