

## COMPLAINTS POLICY

### Complaints Policy

Holt Doctors (and our sister agency Medic International) is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

### Complaints Procedure

We have an internal Complaints Procedure (HD 004) which defines the way we will address a complaint in lines with best practice.

If you have a complaint, please contact Kath Blowes, Administration Manager. You can write to her at: 4<sup>th</sup> floor, 1 Belle Vue Square, Broughton Road, Skipton BD23 1FJ.

Next steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 3 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 3 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We will discuss the complaint verbally with you in order to attempt a rapid and fair resolution to your satisfaction.
  - If it is not possible to resolve the complaint in this way we will contact the person whom the complaint refers to (the candidate), disclosing details regarding the nature of the complaint and requesting a response within 3 days. The candidate will be informed that his/her written response will be forwarded to you. Following this discussion, written confirmation is sent to the candidate.

If no response is received from the candidate, we will telephone the candidate to establish when we can receive a response. This process will be undertaken on two occasions and if no response is received you will be informed and we will agree what further action should be taken prior to closing the file. Where necessary we will mark our files so that the particular candidate is not put forward for work again.
  - Where a response is received, we will forward a copy to you on the day of receipt requesting further instruction in order to resolve the concern.
  - We will then await your instruction and will contact you by telephone; if we do not reach you we will try twice more to attempt resolution of your complaint. If we do not hear from you, we will close the complaint and write to you to confirm the complaint has been closed.
  - When we do receive your instruction, remedial action is to be taken as appropriate and confirmed in writing.
  - The candidate is informed of the outcome within 2 days of the date of your instruction.
  - Following the investigation, if the complaint is deemed to be well-founded and is of a serious nature, it may result in the candidate's removal from the Holt Doctors' Register and s/he may be reported to the appropriate professional body.
  - We will use all reasonable endeavours to ensure that all complaints are resolved within 15 days of the complaint being notified, unless the nature of the complaint requires additional investigation or action by a professional or government organisation (e.g. the GMC or the

police), in which case we shall ensure that the complaint is resolved as soon as possible thereafter.

5. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the original decision within 10 days.
6. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department for Business, Innovation and Skills (BIS) or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, REC, 15 Welbeck Street, London W1G 9XT.

If we have to change any of the time scales above, we will let you know and explain why.

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