

Company Name:	FIRSTCALL HEALTHCARE SERVICES LTD
Policy No.:	1.
Policy Name:	Complaint's Policy and Procedure
Date:	Oct 2009
Date:	OCT 2012
Reviewed	Aug 2015
Updated /Amended	Jan 2016

Complaints Policy

FIRSTCALL HEALTHCARE SERVICES LTD 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.

From time to time it may be the case that we receive a complaint from a client, staff or other person.

Complaints Procedure

If you have a complaint, please contact [our office staff] by phone in the first instance so that we can try to resolve your complaint informally. (01902 494999- 24hours)

All complaints received by the office staff, are sent directly to the Compliance manager, who then decide on the severity of the complaint.

please contact [Jill Roberts] you can write to her at:
[Jill.Roberts@firstcallhealthcareservices.co.uk].

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 [2-5] days of us receiving your complaint.
2. We will record your complaint in our complaints 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 [2-5] days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;

- We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. [Jill Roberts] will then call you to arrange a meeting with you to discuss and hopefully resolve your complaint. She will do this within [2-5] days of the end of our investigation.
 6. Within 2 days of the meeting [Jill Roberts] will write to you to confirm what took place and any solutions s/he has agreed with you.
 - If you do not want a meeting or it is not possible, [Jill Roberts] will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
 7. When there is evidence of malpractice or the complaint is an event that requires notification, The Disclosure and Barring Service as appropriate and where applicable alert the agency workers professional body.
 8. The Agency where necessary will immediately exclude the agency worker from its Register whilst an investigation is in progress.
 9. A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept on a secure database for easy access;
 10. At this stage, if you are still not satisfied you can write to *us again*. Bal K Brar a Director of the company will review this decision within 10 days

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

10. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

Signed:



Name: Bal K. Brar

Position: Director

Date: March 2016

FIRSTCALL HEALTHCARE SERVICES LTD
 SATURN FACILITIES, SPRING ROAD, WOLVERHAMPTON, WV4 6JX
 TEL NO: 01902 494999 FAX NO: 05603444508

ACTION REPORT

Name of person the issue was regarding (full name)	
Date of issue was raised	
Date	
Nursing/Residential Home name	
Unit	
Is this safeguarding issue? if yes, have you made a safeguarding referral ?	Yes No

Detail of complaint:
Additional Comments:

Signature of person completing the report:

Print Name:

Date: