



POL019 Complaints Policy Statement

The established policy of UK Screening Solutions Ltd is to provide to its customers and clients products and services which are fit for their intended purpose and are delivered in conformance with the Customers' requirements. Products/Services are delivered to Company's Quality Specifications, producing a quality product whilst maintaining customer satisfaction in a cost-effective manner.

To this end management systems and procedures are applied to meet the quality goals of the Company and to satisfy the requirements of BS EN ISO 9001:2015 series promoting;

- High levels of customer satisfaction
- The delivery of business commitment
- Safe operation and protection of the reputation, value and assets of the company
- Quality of product and service for all activities of the Company
- A highly motivated and competent workforce who believe in UK Screening Solutions Ltd culture and values
- Understanding and support of the environment within which we work
- Continual development of our business and internal processes

Notwithstanding the above, I as Managing Director will strive to create an open working environment that stimulates innovative thinking and provide for continual improvement. I will maintain awareness of, and apply where appropriate, new developments in the Occupational Health industry and business methods with our customers.

UK Screening Solutions Ltd are committed to providing high-quality occupational health services to all our clients. When something goes wrong, we need to know and understand if it is because of a failure within our organisation: company policies or procedures, failure in staff training or failure by a member of staff in delivery of a professional service.

If you have a complaint, please tell us promptly: this will help us to improve our services and maintain standards within the business. We have six weeks process in dealing with complaints. If we have not resolved the complaint within this time and you feel that the complaint is not being adequately dealt with, you have the right to complain to the independent governing body. The complaint process is designed in three stages.

1. Raising a Complaint;

- You can raise a verbal complaint by telephone on 01946 782000, the complaint will be registered, and you will be provided with a unique reference number (correction Action).
- You can raise a complaint in writing to Customer Service Manager at 89 Main Street Egremont Cumbria CA22 2DJ the complaint will be registered, and you will be provided with a unique reference number.

2. What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of process.
- We will then investigate your complaint. This will normally involve passing your complaint to the Business Directors, who will review your case. All members of staff



involved in your case will be interviewed and the findings recorded. We will raise internal document SSF 06 correction action which is review at each monthly meeting onto the complaint is resolved.

- We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will strive to do this within 14 days of sending you the acknowledgement letter.
- Within three days of the meeting. We will write to you to confirm and document what took place and any resolutions which have been mutually agreed.
- If you do not want a meeting or it is not possible to organise in a timely manner, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- If you are not satisfied, you should contact us again and we will arrange for the Managing Director to review the case decision.
- We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our final decision and reasons.

3. If you are still not satisfied;

- You can request a review by an independent third party i.e. OH Doctor/Consultant and request a copy of the complaint file to be sent to them.
- You can contact Health and Safety Executive (HSE), Redgrave Court, Merton Road Bootle, Merseyside, L20 7HS or email <http://www.hse.gov.uk>
- For any Nurse related complaint, you can contact the Nursing Midwifery Council (NMC) 23 Portland Place, London, W1B 1PZ or www.nmc.org,
- For any Doctor related complaint, you can contact the General Medical Council (GMC) 3 Hardman St, Manchester M3 3AW or www.gmc-uk.org
- For breach of personal information you can contact the Information Commissioner Office (ICO) Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or www.ico.org.uk

Liam Magennis

Managing Director

Reviewed on the 01st January 2019