



## **TBC Complaints Guidance and Policy**

TBC Healthcare regards a complaint as an expression of dissatisfaction about our organisation, our service, our staff, our partners or anyone else acting on our behalf. A complaint can be received verbally, by phone, by email or in writing.

We aim to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint. In an open and transparent way, we wish to inform our patients of the existence of our complaints procedure so that people know how to contact us if they wish to make a complaint. We aim to make sure everyone at TBC Healthcare knows what to do if a complaint is received.

It is important to ensure that all complaints are investigated in a fair and efficient way.

We aim to make sure that complaints are, wherever possible, resolved and that relationships are supported, maintained and repaired.

To support the growth of the company and staff we will gather information which will help us to improve our standards of service.

Complaint information will be handled sensitively and professionally, informing only those who need to know and following all relevant data protection requirements.

### **1. Procedure**

The person who receives an email/written/phone or in person complaint is required to:

- i) Write down the facts of the complaint
- ii) Take the complainant's name, address and telephone number
- iii) Note down the relationship of the complainant to TBC Healthcare
- iv) Tell the complainant that we have a complaints procedure
- v) Tell the complainant what will happen next and how long it will take
- vi) Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

### **2. Resolving Complaints**

#### ***Stage One***



The complaint will be formally acknowledged within 2 working days and will be logged to our patient feedback register within 3 working days. The Service Manager will contact the patient by telephone to obtain factual clarity and to attempt to resolve the complaint in an informal and person-centred manner.

If an investigation is required, the Service Manager will complete this within 10 days. If it is not possible to resolve the complaint at this point, another appropriate manager will investigate and take appropriate action within the following 5 working days. We will write to the complainant to confirm solutions or actions agreed and include a detailed reply regarding the specific complaint. This will include any further suggestions for resolving the matter. This will be done within 10 days of completing our investigation.

### **3. Escalation Process**

#### ***Stage Two***

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Managing Directors. The request for Board level review will be acknowledged within 48 hours of receiving it. The acknowledgement will confirm who will deal with the case and when the complainant can expect a reply. The MD's may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they will be informed and given a further opportunity to respond. Stage Two complaints will receive a definitive reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The decision taken at this stage is final. If the complainant is still not satisfied with the outcome of the complaint, they can contact the commissioning ICB for their area for further assistance.

### **4. Continuous Improvement**

#### ***Stage Three***

We monitor and review the effectiveness of our complaints handling process to ensure that this continuously improves and learnings from complaint handling are carried through into the organisation. Overall responsibility for this policy and its implementation lies with the Lead Service Manager. Complaints are reviewed annually to identify any trends which may indicate a need to take further action or training.

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