

CORPERFORMANCE COMPLAINTS PROCEDURE

Version 2 September 2019

This procedure applies to complaints about the policies, procedures, or staff actions of Corperformance. We welcome and actively encourage complaints as they provide an opportunity and a spur for improvement, and we aim to respond quickly, courteously, and constructively. The procedure outlined below aims to be fair to those making complaints and those complained about.

Definition

Our definition of a complaint is as follows:

- The complainant defines his or her expression of unhappiness as a complaint.
- A medical complaint is any written or spoken expression of dissatisfaction with a health care service.
- The complaint must be about something that is within the responsibility of the Corperformance team

How to make a complaint

Complaints may be made by phone, email, or letter, ideally to the person the complainant is already in contact with over the matter being complained about. If that is not appropriate please email info@corperformance.co.uk. Whenever possible complaints will be dealt with by the person to whom they are made. If that person cannot deal with the complaint he or she will refer it to the relevant Director.

Complaints about a clinical matter will usually be referred in the first instance to the Clinical Director.

Complaints about process will usually be referred in the first instance to the Operations Director.

All complaints will be acknowledged (immediately in person or on the phone, within three working days if by email or post). If possible a definitive response will be made within two weeks. If this is not possible an interim response will be given within two weeks. Interim responses will be provided until the complaint is finally resolved. If the complainant is not happy with the initial response he or she can ask for the complaint to be escalated to the other Directors.

If a complainant remains unhappy after what the Director considers a definitive reply the complainant may complain to an external body, details of which will be supplied, depending on the nature of the complaint.

The Operations Director will be responsible for overseeing the complaints procedure. If you have any queries about this procedure please contact the Chief Operating Officer, Alisoun Carey alisouncarey@corperformance.co.uk