

Complaints

Policy and Procedure

1 Our Aim

Physio Active Healthcare is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we provide guidelines for dealing with complaints from members of the public about our services, facilities, staff.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

4. Responsibilities

Physio Active Healthcare (Sharon Tarpey/Charlie Holt) responsibility will be to:

- acknowledge the formal complaint in writing (within 24 hours);
- respond within a stated period of time (7 days);
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Physio Active Healthcare's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Physio Active Healthcare
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Physio Active Healthcare a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Physio Active Healthcare's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Physio Active Healthcare maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by Physio Active Healthcare (Sharon Tarpey/ Charlie Holt) at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, to make this explanation.

- a) A formal complaint can be made in writing via email to admin@physioactivehealth.co.uk. If verbally, a statement should be taken by a member of the Management Team.
- b) In all cases, the complaint must be passed on to Charlie Holt. In the event of a complaint about Charlie Holt the complaint should be passed to the Sharon Tarpey.
- c) Charlie Holt or Sharon Tarpey, depending on the nature of the complaint, must acknowledge the complaint in writing within 24 hours of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved.
- e) The person making the complaint will receive a response based on the investigation within one week of the complaint being received. If this is not possible then a letter must be sent explaining why.

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Stage 3

- a) If the complainant is not satisfied with the above decision then further investigations will take place, and the complainant will be invited into the office for a discussion with Charlie Holt/Sharon Tarpey on how we can resolve the issue.
- b) During such discussions, a third party will be present to record notes on the meeting.
- c) Following the meeting, a copy of the notes and a closing statement will be sent to the complainant.

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