

COMPLAINTS POLICY & PROCEDURE

Policy Statement

Kingdom Healthcare values the opinion and feedback of its employees, candidates and clients and is committed to improving service quality in response to feedback, suggestions, complaints or service issues.

We believe that our customer service is what differentiates us from our competitors, and as such we are continuously seeking ways to improve the service that we give to both our clients and candidates.

Scope of the Policy

This policy applies to all aspects of the company's service, policies and procedures. All employees are required to comply with this policy when dealing with complaints and if required complaint escalation.

Complaints Procedure

Although the bulk of service issues are raised and dealt with operationally on a day-to-day basis, there may be occasions when an issue needs to be raised and handled formally.

Kingdom Healthcare operates a very open and accessible operational structure, ensuring that senior management and the directors are available when required to all parties. This structure allows decisions requiring executive level input to take place quickly and efficiently, streamlining the service to our Clients and Candidates.

All complaints and service issues will be thoroughly investigated and documented with all parties involved. Clear and accurate communication is central to effective resolution. Complaints should be made in writing, initially to the member of staff concerned. Receipt of the complaint will be acknowledged immediately pending investigation.

Information will be requested regarding who is making the complaint together with the nature of the complaint. This will be recorded in the complaints register.

The staff member to whom the complaint was initially made (with support from a manager if necessary) will investigate the complaint and interview individual parties as appropriate. Written statements will be obtained from those interviewed and a summary report will be written. Action to resolve the complaint will be detailed and where appropriate incorporated as part of our standard processes and procedures to prevent re-occurrence and improve service. Responses to the complaint will be made in writing.

Response times will be as follows:

- Acknowledgement of complaint within 2 business days of receipt.
- Investigation will commence immediately with an assessment of the situation and contact with all individuals involved.
- Interviews will be held within 48 working hours unless there are extenuating circumstances.
- A response will be made to complainant within 48 hours of completing interviews. In every case we will take all reasonable and practicable steps to resolve the complaint within 10 business days of its receipt unless the nature of the complaint requires additional investigation or action by an appropriate third party in which case the complaint will be made good or resolved as soon as possible thereafter.

During the complaints resolution process, we will ensure that both the Contracting Authority and the Complainant are kept abreast of progress in making good or resolving the complaint and on resolution details of the complaint, actions and procedures put in place to prevent recurrence will be provided to all parties in writing.

We maintain a written log of all complaints which including details of the complaint, actions taken to resolve it and any changes to procedures to prevent recurrence. Complaints will be analysed on a quarterly and annual basis to identify any trends or patterns, and this will form part of management reporting and be an agenda point for discussion at review meetings.

Escalation Process

Should the complainant be dissatisfied with any aspect of the handling of their complaint or the outcome they should contact the Complaints Manager, by outlining the details in full, to:

The Complaints Manager
Kingdom Healthcare
58 George Street
Birmingham
B3 1QA

The complaint will then be investigated by the Complaints Manager, who will propose a suggested course of action. The Complaints Manager will continue to review the outcome of the complaint at agreed times for a minimum period of 12 months.

Further Escalation to APSCo

All APSCo members are bound by APSCo's code of conduct. More information on the code of conduct and how to complain can be found at: <http://www.apsco.org/complaints.aspx>

APSCo ensures that all complaints received are properly investigated and a decision taken in good time as to whether the complaint, in whole or part, should be upheld or rejected.

Complaints must be made to APSCo no more than 3 months after the date of the alleged breach of the code.

Review

This procedure will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.