



Complaints Procedure

1. All complaints, verbal or written, are referred to our Head Office where they will be managed under the direction of the Centre Manager. Complaints can be initiated on iLearner by emailing the QA assigned in the “mail” tab.
2. Any expression of dissatisfaction that is registered on a feedback form is classified as a written complaint and is therefore subject to the complaints procedure.
3. A summary of complaints is considered as a routine agenda item at the monthly team meetings and a copy sent to the Centre Manager.
4. A register of all complaints is maintained, and a quarterly analysis completed and incorporated into the companies SAR and QIP.
5. All **Medex** staff will receive training in complaint handling during their induction programme and updated in meetings as deemed necessary.
6. On receipt of a complaint The Complaint Form and Complaints Register will be filled in, ensuring all the relevant details of the complaint are completed.
7. For Immediate Responses:
 - ? Ascertain exact nature of complaint.
 - ? Make decision re adequacy of information to hand.
 - ? If adequate information, respond to complaint giving mutual satisfaction where possible.
 - ? Feedback information to relevant persons.
 - ? May need to implement changes considering investigation.
 - ? Complaint form completed and filed.
8. If the complaint cannot be resolved in this way then the Complaints Form will be followed up by our standard Complaints Letter to inform the complainant the matter is being dealt with. Acknowledgement of the complaint will be given to the complaining party within 48hrs or when reasonably possible.
9. For Non-Immediate Responses:
 - ? Ascertain exact nature of complaint.
 - ? Send holding letter to complainant informing of situation and timescale for responses.
 - ? Gather relevant information.
 - ? Decide upon relevant mode of response, telephone, letter, and fax.
 - ? Respond and continue to respond if necessary to mutual satisfaction.

Date Published: 17/01/2018

Date Reviewed: 14/03/2024

Date Planned Review: 14/03/2025

Person Responsible: Lara Beech

Medex Group Ltd



- ☐ Feedback information to relevant person.
- ☐ Learn from experience and implement changes if necessary.
- ☐ Complaint form completed and filed.

10. Should the complainant be unhappy with the outcome of the investigation, they can appeal in writing to:

Our three-step procedure sets out clearly how to make a complaint, the escalation process, timescales and who will deal with it. All Complaints are notified and recorded centrally by the Centre Manager, who tracks progress, outcomes and ensures remedial action is carried out.

Stage 1 – Customers who wish to make a complaint will be asked to do so with their advisor who will try to resolve the issue immediately. If the advisor is unable to resolve the issue it is escalated.

Step Two – the complaint is dealt with by the Centre Manager who meets with the individual within five working days and provides written confirmation of the outcome of the meeting within five working days. If the complainant is not happy with the response they will be given the option to escalate the complaint.

Step Three - This will be dealt with by our Operations Manager, who investigates the matter and confirms the outcome in writing within a further ten working days. If the complainant is still not satisfied with the result, we will inform them that this is the end of our internal complaints procedure, and we will refer them to mediation if necessary.