

Feedback & Complaints

Policy Statement

Medex Group Ltd is committed to providing an excellent service. Part of our company vision and values is to “*provide exemplary customer service, listening to customer needs and continuously improve the customer experience*”. Gaining timely feedback from customers is an important part of helping us to identify what we do well and where we need to improve to reach the levels of service to which we aspire.

We therefore encourage all feedback from customers whether this is about their satisfaction with our service, suggestions for where we can improve or, where they wish to complain about the service they have received.

Medex Group Ltd takes all complaints seriously and will deal with them promptly to fully investigate and resolve customers’ concerns and put things right when they go wrong. We will keep customers informed about progress of their complaint and the outcome and will use this experience to continually improve our service.

The procedure below outlines how all our customers can help us improve our service:

Communication

This policy will be communicated to customers.

Staff will be trained in how to handle complaints and to fully implement these procedures as part of their initial training. Partners who deliver a service on behalf of Medex Group Ltd will be expected to implement this policy.

Feedback

We are always pleased to find out what customers think of our service, whether this is something we have done particularly well or suggestions for how/where we could do things better. Customers can pass on compliments or suggestions in a number of ways:

- speaking directly to a member of staff
- sending an email to your main contact
- completing an evaluation sheet or survey when requested

Feedback will be logged and will undertake regular analysis to identify any trends that will help continually improve our service and processes.

Date Published: 04/01/16

Date Reviewed: 04/02/2019

Date Planned Review: 04/02/2020

Person Responsible: Rachael Brownrigg

Where customers make suggestions for improvements to our service, the relevant team will liaise with the Managing Director, Contract Manager and operational staff to explore whether a change is appropriate, what impact the suggested changes will have and how viable they are, before making a decision about potential change. They will advise customers of the outcome of their suggestion within an appropriate timeframe.

Complaints

Unfortunately, there may be occasions when a customer is not satisfied with our service and wishes to make a formal complaint.

Medex Group Ltd have a three stage process that should be followed:

Stage 1: raise the complaint with their main contact person for or at Medex Group Ltd e.g. own line manager, Medex Trainer/Assessor, or their line manager. These are the best people to immediately review and sort out any worries or concerns quickly and informally.

Stage 2: If the response is not satisfactory the complaint should be raised with Medex Group Quality Manager. Email address: l.sellars@medexgroup.co.uk

Customers may put the complaint in writing via the attached form, letter or email containing full details of the complaint. Please ensure all details are accurate and tell the complaint in its entirety, if details are not in full it may delay the process.

Customers who are unable to put a complaint in writing should call 0114 266 5264 and ask to speak with the Quality Manager who will log the complaint and track the case to ensure it is dealt with promptly and effectively and ensure all of the relevant managers and staff are consulted as part of the investigation. Medex Group Ltd **will send an acknowledgement when in receipt of** the complaint.

The complaint will be investigated by the relevant members of Medex Group Ltd staff. The Managing Director is kept informed of complaints and will assist with resolving issues as and when required. If the complaint relates to one of our partners a selected individual will lead the investigation in consultation with the relevant partner organisation.

A written response, including suggestions to resolve the matter, **will be sent within 20 working days from receipt of the full details needed to conduct an investigation.**

If the complaint has not been resolved to the customers satisfaction they should write to the Managing Director at Medex Group Ltd Head Office within 20 working days from the receipt of the proposed resolution outlining why they are dissatisfied with how the complaint has been addressed.

The Managing Director will investigate the case, including how the original complaint was handled, and reply to the customer within 14 days with the outcome and suggested resolution.

Responsibilities

All staff and delivery partners are responsible for ensuring all feedback is handled in line with this policy. Specific responsibilities are as follows:

- Selected individuals conducting the investigation – responsible for maintaining a record of complaints and feedback, tracking complaints to ensure they are dealt with effectively, leading investigations into complaints, identifying trends in feedback and complaints to inform continuous improvement activity.
- Managing Director – responsible for investigating Stage 3 escalated complaints and overseeing the handling of complaints in line with this policy.

Monitoring & Review

The Management team will monitor the level of complaints and feedback on a regular basis analysing the range and type of complaints/feedback, response times, speed of complaint resolution, including identifying trends in teams, locations, subjects.

This policy will be reviewed annually by the senior team to ensure that it continues to meet business needs, including adopting recognised industry best practice. The senior management team will report to the Managing Director.

Complaints Form

If you wish to make a complaint, please complete this form:

1. Your Contact Details	
Full Name	
Address	
Telephone Numbers - Landline Mobile	
Email Address	
Employer (if applicable)	

2. Representatives Details	If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:
Full Name	
Address	
Telephone Number	
Email Address	
Client Consent: Where our client has requested a Representative act on their behalf the client must sign below to confirm sharing of information with the third party.	
Client Signature:	

3. Your Programme/Contract Details	
Your Training Programme & Date	
Your Trainer or main contact within Medex, their name?	
The office you attend	

4. History of your complaint	
Have you raised this complaint with the person you work directly with? <i>(please circle your answer)</i>	Yes No
If yes, when did you raise this?	Date:
Have you raised this complaint with the Line Manager of the person you work directly with?	Yes No
If yes, when did you raise this?	Date:

5. Details of your complaint	What is your complaint? Please be as specific as possible:

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6. Resolution sought

How would you like your complaint resolved?

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Please either email (email address l.sellars@medexgroup.co.uk) or send your completed form/statement, if posted please send marked for the attention of Quality Manager to the address below:

Medex Group Ltd
Botanical Gardens Business Centre
3 Southbourne Road
Sheffield
S10 2QN