

Whilst we always try to exceed your expectations we recognise that things can and do go wrong. When this does happen we will do our best to put things right and learn from this to help us improve.

It's important to us that you tell us what we haven't got right, so thank you for taking the time to find out how to do this; below you will find all the details you need about our complaints handling process and the principles we follow.

### Our Complaints Handling Principles

- Getting it Right – we ensure staff are equipped and empowered to recognise and address complaints received while acting in accordance with the law and any relevant guidance
- Customer Focus – we have clear and simple procedures that are accessible: we respond promptly and listen to the needs of our customers
- Accountability – we make it clear how to complain, along with the steps and timeframes that should be expected for any response
- Fairness & Proportionality – we ensure complaints are reviewed and investigated without prejudice to the complainant or others involved and that decisions are appropriate and fair
- Putting Things Right – we strive to provide an acceptable resolution to all complaints and we don't shy away from apologising for mistakes we might have made
- Continuous Improvement – we record, monitor and analyse all relevant information and outcomes regarding complaints; enabling a source of information which will improve our future quality of service

### Our Complaints Handling Process

#### Stage 1

- Tell us what we haven't got quite right by giving us a call on 0333 414 1988 or e-mailing [complaints@ukindmed.com](mailto:complaints@ukindmed.com). You can also write to us if you prefer at UK Independent Medical, Brenner House, Rainton Bridge Business Park, Houghton-le-Spring, DH4 5RA.
- Please provide your reference number on any written correspondence or during any telephone call and if possible outline any expectations you have.
- We will acknowledge your complaint in writing within 24 hours and then start our investigation as to what's gone wrong. All complaints are logged and full details captured to ensure we can monitor their progress.
- We aim to provide a resolution to your complaint within 5 working days but if we think it might take longer we will let you know and keep you updated about the steps we are taking.

#### Stage 2

- If you are not satisfied that the complaint has been resolved to your satisfaction at Stage 1 then we want you to let us know and your complaint will then follow our escalation process.
- Complaints not resolved at Stage 1 are escalated to our Customer Service Manager (for complaints relating to UKIM service or delays) or our Expert Liaison Manager (for complaints relating to your appointment or medical report).
- The relevant Manager will let you know that they are dealing with your escalated complaint, outlining the steps they are taking and when they will respond to you. They will often also give you a call to

discuss the best resolution to your complaint and ensure you are happy with what is being done to fix this for you.

### Stage 3

- In the unlikely event that your complaint has not been resolved then our Operations Manager will take it from here.
- Before taking any further action you will be provided with a summary of what's happened so far and the option to discuss the next steps to make sure we get a resolution you are happy with.

### Stage 4

- On the rare occasion that you feel we have not resolved your complaint to your satisfaction then we would suggest you email [medcoenquiries@mib.co.uk](mailto:medcoenquiries@mib.co.uk). You can learn more about what MedCo does at [www.medco.org.uk](http://www.medco.org.uk)