

Complaint Policy

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DOCUMENT HISTORY

VERSION CONTROL:

Date	Version	Summary of Changes
01/02/2019	0.1	Initial Draft Created
06/10/2020	0.2	Amended version [BC]
22/10/2020	0.3	Amended – Escalation route [BC]
02/04/2021	0.4	Amended version LIP [WORKING DRAFT]
09/04/2021	0.5	Escalation stage added and change to wording [LM]

APPROVALS: This document requires the following approvals:

Name	Title	Date of Approval
Rob Cummings	Customer Service Team Manager	09/04/2021
Hayley Orr	Expert Liaison & Supply Chain Manager	09/04/2021
Brian Cockburn	Senior Account Manager	09/04/2021
Jillian Potts	Operations Manager	09/04/2021
Lauren Metcalfe	Senior Operations Manager	09/04/2021
Chris Nairns	Managing Director	10/04/2021

1. Introduction

While we try to exceed expectations we recognise that things can go wrong. Where they do we will put things right and learn our lesson. We will do this through listening, understanding and working to do better.

2. Policy Statement

This policy sets out how to make a complaint about medicolegal reporting services provided by UKIM and also covers our process for acknowledgement, investigation and resolution.

The main objectives of this policy are to:

- Ensure there is a clear and accessible route to making a complaint.
- Enable a consistent approach to complaints while accounting for the specific detail of any complaint.
- Provide an opportunity for UKIM to identify and address any thematic trends around procedural, resourcing or professional weaknesses.

This policy provides a distinction between administrative and clinical complaints and ensures that the steps taken to handle any issues raised by the complainant are fair and appropriate to the nature of the complaint and that these steps are executed in line with agreed timeframes.

In addition the policy sets out our service levels in relation to complaint handling.

3. Our Complaints Handling Principles

- i. Getting it Right – ensure staff are equipped and empowered to recognise and address complaints received while acting in accordance with the law and any relevant guidance.
- ii. Customer Focus – having clear and simple procedures that are accessible: responding promptly; and listening to customer needs.
- iii. Accountability – making it clear how to complain, the steps and timeframes that should be expected.
- iv. Fairness & Proportionality – ensuring complaints are reviewed and investigated without prejudice to the complainant or others involved and that decisions are appropriate and fair.
- v. Putting Things Right – provide an acceptable resolution to complaints and providing apologies for mistakes made.
- vi. Continuous Improvement – recording and analysing all relevant information and outcomes; enabling a source of information which will improve our quality of service.

4. The Complaint Process

STEP ONE:

Tell us that you are unhappy and that you wish to complain using one of the following options:

- i. TELEPHONE: call our Client Services team on **0333 4141988**
- ii. EMAIL: info@ukindmed.com
- iii. LETTER: write to **UKIM, Brenner House, Rainton Bridge Business Park, Houghton-le-Spring, DH4 5RA.**

Clearly provide your reference number on any written correspondence or during any telephone call and outline what expectations you have.

We will then:

- Record this against the relevant matter which will feed directly into our complaints handling management information reporting system. Information captured will include the complainant, date the complaint was received, reason and category of complaint and any resolution sought or information provided.
- Send written acknowledgement to you within 24 hours and ensure investigation is undertaken immediately thereafter.
- Where the complaint involves a concern relating to professional practice, e.g. a nurse or doctor, we will ensure that the Lead Nurse and Chief Medical Officer are accountable for defining and clarifying standards of professional practice. Where necessary and appropriate, additional support will be provided by creating an agreed development plan for the relevant Medical Expert.
- Keep you informed of the steps being taken by the person working to resolve the issue and where appropriate you will be invited to participate in the resolution.
- Provide you with a proposed resolution within 20 business days or less and inform you in writing the outcome of your complaint,
- Inform you of any delays or issues - on the rare occasion that the investigation cannot be finalised within the usual time frame a UKIM manager will advise you of this and agree a date for the final response.

5. Complaint Escalation

If you are NOT satisfied that the complaint has been resolved to your satisfaction then you can follow the Complaint Escalation process outlined below.

STEP TWO:

In the event that the complainant is not satisfied that their complaint is being managed to resolution effectively then they are free to escalate this to the relevant Manager.

- a) For clinical [e.g. nurse or doctor] related complaints contact Hayley Orr, directly at hayleyo@ukindmed.com
- b) For service complaints contact Robert Cummings, directly at robertc@ukindmed.com

STEP THREE:

In the unlikely event that the complainant feels that Steps One and Two have not delivered the desired resolution within the expected timeframe or that the complaint requires more senior intervention from the outset the complainant can contact UKIM's Medico-Legal Operational Manager; Jillian Potts, either using the contact details above with marked attention for Jillian Potts or directly at jillianp@ukindmed.com

STEP FOUR:

Further complaint escalations can be made to UKIM's Senior Operations Manager; Lauren Metcalfe, either using the contact details above with marked attention of Lauren Metcalfe or directly at lauren.metcalfe@ukindmed.com

Where escalations are made and appropriately required as Stage Four the complaint will be reviewed and managed directly by our Senior Management Team, which includes our CMO and Managing Director, should you still feel not feel fully satisfied with our resolution there is an option to escalate this through MedCo if your claim relates to a whiplash soft tissue injury claim.

MedCo is the system used to facilitate the sourcing of medical reports in soft tissue injury claims brought under the Ministry of Justice Pre-Action Protocol for Low Value Personal Injury Claims in Road Traffic Accidents. Please visit their website www.medco.org.uk.

6. Complaint Reporting & Analysis

The scope of our complaint reporting and analysis covers:

1. Data capture covering all complaints including justified and unjustified
2. Reporting of complaint management against agreed SLA's for acknowledgement, response and closure
3. Trend statistics, ensuring we capture and report on; complainant, complaint category, outcome and SLA's to enable root cause analysis
4. Customer MI to provide transparency accountability and awareness of issues

7. Staff Development

All feedback is relayed to individuals, teams and departments – both positive and negative. Feedback about individual members of staff is discussed with them and included in their annual appraisal and a full case review process is undertaken on service level complaints as part of our performance appraisal process.