

APPENDIX C

SecuriCare Complaints Policy

Policy Statement

As a business we are committed to ensuring any complaints are dealt with promptly and courteously and to the customer's satisfaction. Our employees will take appropriate action to resolve any complaints within their area of responsibility, following the agreed company procedures. The company seeks to continually improve its service offering to customers and to use analysis of any complaints as a basis for improving that service. The company works to the internationally recognised Quality Management System ISO 9001:2008 with objectives of meeting customer satisfaction and continuous improvement.

Definition

A complaint is an expression of dissatisfaction with any aspect of our customer service/distribution, products or personnel, whether verbal or in writing, from, or on behalf of, a customer

The aim of this policy is to ensure that we listen and respond to customers and confirm our commitment to handling complaints in a way which meets our customers' requirements. It is designed to enable a consistent approach to complaints which ensures that they are dealt with effectively and to the satisfaction of the customer.

Objective of the Policy is to

- Provide a clear and open approach to handling complaints
- Provide a robust standard procedure on handling complaints
- Engender understanding and confidence in the complaints process
- Recognise that complaints provide valuable feed back to the company
- Provide a basis for continual improvement
- Meet industry requirements

Complaints can be made by either

Writing to: Customer Service Manager SecuriCare (Medical) Ltd, Knaves Beech Way, Loudwater, High Wycombe, HP10 9QY.

Emailing: complaints@securicaremedical.co.uk

Telephoning: 01628 850100

We recognize that many concerns will be raised informally and dealt with quickly. An informal approach is appropriate where a simple resolution can be found to achieve customer satisfaction. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

We aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Managing Director



Neil Freeman

Date 3. April 17

Complaints Procedure

If you have a complaint or concern about the service you have received from SecuriCare (Medical) Ltd, please let us know.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise with a satisfactory solution. If you wish to make a formal complaint, please do so as soon as possible - ideally within a matter of a few days. This will enable us to establish what happened more easily. You should address your complaint in writing to the Customer Service Manager at the address below or email complaints@securicaremedical.co.uk. The Customer Service Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

WHAT WE WILL DO

We will acknowledge your complaint within 2 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again. You will receive a final letter setting out the result of any company investigations

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to the Head of Customer Services at the address below. The Head of Customer Services will acknowledge your complaint within 2 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.

At the following address:

SecuriCare (Medical) Ltd
Compass House
Knaves Beech Way
Loudwater
High Wycombe
Bucks
HP10 9QY
Tel 01628 850100