

Complaints Process Policy

V1.1 22/02/24

P2G is committed to providing a high level of service to all of its customers, and as such, a robust Complaints process has been implemented, ensuring that all complaints, regardless of their nature and severity are dealt with in a timely and acceptable manner. At all times, the complaints procedure will comply with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

P2G ensures that the below written complaints procedure - for handling complaints, omissions and oversights is made readily available to all relevant parties, including (but not limited to):

- Authorities
- Participating Authorities
- Temporary Workers
- Internal Staff
- Work Seekers

Ensuring that P2G handle complaints well:

- Demonstrates their commitment to the clients, staff, temporary workers and/or patients
- Demonstrates their commitment to providing the best possible service
- Assists P2G in identifying issues within the business so they can be addressed
- Prevention

P2G view complaints as an opportunity to learn and improve for the future, as well as addressing the complaint with the complainant in order to rectify. The policy followed is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at P2G knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Complaints can be received via email, phone or fax alert. In all instances the same process is followed throughout to ensure consistency throughout the business.

The following process followed is:

- Complaint recorded on the central register within a day of receiving it. If it can be resolved informally over the phone, then it will.
- Written complaints acknowledged within 2 business days.
- Investigation opened into complaint received.
- Relevant parties contacted for statements.
- Member of staff may be required to speak to the complainant.
- Complainant will be invited to meet, discuss and resolve the complaint. This will be done within 5 days.

- Within 2 days of the meeting, P2G will write to the complainant to confirm what took place and agreed solutions.
- If no meeting is possible, a detailed reply will be sent to the complainant. This will include any suggestions for resolving the matter, done within 5 days of completing his investigation.
- At this stage, if not satisfied, the complainant will be directed towards other bodies such as the REC or the relevant professional body (NMC, HCPC, GMC etc)
- Where patient safety is questioned, appropriate action will be taken in order to reduce risk. This may include removing temporary workers from assignment until such time as a complaint has been resolved.
- Where necessary, any complaints and its findings will be escalated to the relevant professional & regulatory body.
- Complaints are resolved within 10 business days; however, if this is not possible, all relevant parties will be kept informed, with an audit trail documented on the recruiter system.

Complaints will be recorded & reviewed during monthly/yearly meetings in order to highlight trends. Any areas of improvement are quickly identified, with necessary changes implemented and communicated in order to reduce any further risk or dissatisfaction.

As part of the P2G process, Temporary Workers supplied in the provision of the Services will be promptly and fully informed of complaints relating to them and P2G will (and will use all reasonable endeavours to ensure that the Temporary Worker will) take demonstrable action to ensure there is no recurrence of the action complained of.

How to raise a complaint

All complaints can be raised to the P2G Complaints Team: enquiries@p2gassociates

Contact Name: Declan Ross-Thomas

Contact number: +44 (0) 7825270507

Address: Old Rectory, Gulworthy, Tavistock. Devon. PL19 8JA.

Escalation

Where a complaint cannot be resolved satisfactorily, P2G will escalate accordingly, or provide escalation details to those appropriate, as follows:

All complaints can be raised to the P2G Complaints Team: enquiries@p2g.associates

Contact Name: Declan Ross-Thomas

Contact number: +44 (0) 7825270507

Address: Old Rectory, Gulworthy, Tavistock. Devon. PL19 8JA.

Should a complaint be escalated, P2G will ensure that the details of how the complaint has been resolved should be notified to the Authority in writing as soon as possible thereafter. Furthermore, we will upon request at any time from the Authority provide the Authority with an update as to the progress of the resolution of the complaint.

Where P2G receive poor reports of a Temporary Worker's performance in a Confidential Reference written to us by, or on behalf of, the Authority, shall not supply that Temporary Worker to the Authority, until the Authority is satisfied that the issues identified have been resolved, will not recur and has confirmed this in writing to us.

Full records are retained on file of any and all complaints received. This is crucial as part of our ongoing commitment to continuous improvement, as well as part of our Quality Assurance Policy.

P2G provide a copy of our complaints procedure to each Temporary Worker at recruitment. Each Temporary Worker signs and dates a declaration confirming receipt of such procedure and this declaration is retained in a way that cannot be altered, with the personnel records for that Temporary Worker.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.