



## **COMPLAINTS HANDLING PROCEDURE**

### **ML DOCTORS LTD**

ML House, 9 North Street, Manchester, M8 8RE

Tel: 0161 839 3703

Fax: 0161 839 3704

Email: [complaints@mldoctors.com](mailto:complaints@mldoctors.com)

## Our Complaints Policy:

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We are committed to providing a high quality medico-legal service to all our clients. ML Doctors welcomes the information and feedback from our clients, which will enable us to improve the quality of service provided. ML Doctors recognises the value in complaints and will accept the complaint openly. The complaint is seen as an opportunity to review and evaluate the service we provide.

## Complaints procedure:

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### 1. Acknowledge

We will send you a letter acknowledging your complaint within **7 days** of us receiving the complaint and if necessary, asking you to confirm or explain further the details set out in your complaint and attaching a copy of this procedure.

### 2. Record

We will record your complaint in our Central Complaints Register using our firms Complaint Logging Form. We will do this within **7 days** of receiving your complaint.

### 3. Investigate

We will then start to investigate your complaint. This will normally involve passing your complaint to the company's designated **Complaints Manager** within **7 days** of receiving your complaint who will review your complaint and speak to the relevant people who have provided the services to you.

We will ensure that the investigation involves a thorough review of all aspects of our dealings with you including reviewing communications such as telephone calls (if appropriate) and written communications.

### 4. Resolution and Reply

The Complaints manager will then invite you to meet them to discuss and resolve your complaint. The Complaints Manager will do this within **14 days** of sending you the letter acknowledging your complaint.

Within **7 days** of the meeting, the Complaints Manager will write to you to confirm what took place and any solution he has agreed with you.

If you do not want a meeting or it is not possible, the Complaints Manager will send you a **detailed** written reply to your complaint. This will include his suggestions for resolving the matter and any appropriate time scales. He will do this within **21 days** of receiving your complaint.

## 5. Review/Appeal

At this stage, if you are still not satisfied you can write to us again asking for a review/appeal of the decision/findings. We will then arrange to review our decision and this will happen by way of another Director of the company who will review the Complaints Manager's decision within 7 days of receiving your dissatisfaction to our written reply to your complaint.

We will let you know the result of the review within 14 days of receiving your request for a review. At this time, we will write to you confirming our final position on your complaint and explaining our reasons.

## 6. Follow Up

We aim to ensure that complaints are followed up to confirm that you are satisfied with the response given.

Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate managers/teams across the organisation.

Any negative response to the follow up will be referred to the **Operations Manager** for action and direct follow up with clients to assist us in reviewing

All complaints will be reviewed in our company's quarterly review meetings to ensure that we can implement measures to improve the services we provide.

## Complaint logging form

### Key Details required

<b>Logged by</b>	
<b>Date &amp; Time</b>	
<b>Complaint Reference No.</b>	COMP NO:
<b>Customer Name</b>	
<b>Customer Address</b>	
<b>Customer Contact number</b>	
<b>Service referred to</b>	
<b>Description</b>	Complaint details:
<b>Impact of Complaint</b>	Description of impact on customers' business/operation
<b>Acknowledgement</b>	Date letter sent to Customer:
<b>Corrective action/resolution</b>	Details of findings and proposed solution:

<b>Resolution confirmed by</b>	Date: <span style="float: right;">Complaints Manager:</span>
<b>Customer Contacted</b>	Date:
<b>Customer Followed up</b>	Date:
<b>Key Issues identified</b>	
<b>Long term actions required</b>	
<b>Issues and actions accepted</b>	Date: <span style="float: right;">Operations Manager:</span>