

Customer Complaints Policy and Process

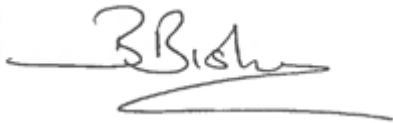
Introduction from the Managing Director, ML Doctors

ML Doctors are committed to client care and are confident of providing a high-quality service to you.

However, if you are unhappy about any aspect of the service you receive, please contact me personally either orally or in writing to, Belinda Bishop, Managing Director on 0161 4135843, email: belinda.bishop@mldoctors.com, or by post to our office; ML Doctors Ltd, ML House, 9 North Street, Manchester M8 8RE. Alternatively you can submit your feedback or complaint using the contact us form on our website www.mldoctors.com.

Please be assured, you are valued by ML Doctors and I should like the opportunity to put matters right if any problems do arise. ML Doctors have a procedure in place which details how we handle complaints which is available below.

You will also find available on our website the ML Doctors Quality Policy and Customer Service Charter detailing our commitments to our clients.



Belinda Bishop
Managing Director
ML Doctors

The ML Doctors Complaints Policy and Process

Recognising that all customers have the right to expect good service, ML Doctors are committed to providing a high-quality Medico Legal Service to all of our clients and welcomes client feedback to enable us to improve the quality of the service we provide. ML Doctors recognises the value in complaints and will accept any complaints received openly. All complaints are viewed by ML Doctors as an opportunity to review and evaluate the service we provide, and we will follow a clear, understandable and transparent process to ensure concerns are dealt with appropriately.

Senior Management will

- Set the complaint handling policy, and own both the policy and the process.
- Give priority and importance to good complaint handling, to set the tone and act as an example.
for all ML Doctors employees
- Develop an organisational culture that values and welcomes complaints as a way of putting things right and improving service
- Be responsible and accountable for complaint handling.
- Equip and empower our employees to put things right promptly where something has gone wrong.
- Ensure the policy is delivered through a clear and accountable complaint handling process.
- Ensure learning from complaints is used to improve service.

The Process

1. *Acknowledgment*

We will acknowledge your complaint within 24 hours of receipt by telephone where possible and **48 hours (2 working days)** of receipt in writing.

ML Doctors will:

- Listen carefully. Confirm your concerns and the issues to be investigated
- Ask you what you want to achieve. Can it be resolved straight away?
- If appropriate, manage expectations and explain what is possible
- Explain how long the process is likely to take and be open and realistic
- Agree how to keep the complainant updated and involved, and how often
- Explain what will happen next

2. *Record*

We will record your complaint in our Company Customer Feedback, Complaint and Service Defect Register, allocating a unique reference number as soon as acknowledgement of receipt has been sent. Our complaint file will well-structured and contain all the evidence we have considered to reach our decision including all complaint correspondence, notes of relevant telephone conversations and meetings, any relevant internal and external emails, any statements taken from staff or witnesses and copies of any relevant local policies and guidance.

3. *Investigate*

The ML Doctors, Managing Director will fully investigate the circumstances of the complaint speaking to the relevant people who have provided the services. 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, and written communications. We will ensure that our investigation is sensitive and impartial and make decisions based on objective information and appropriate criteria.

4. *Resolution and Reply*

The ML Doctors Managing Director will send a detailed written reply to your complaint within **7 days** of receipt, which will include where appropriate suggestions for resolving the matter including and any appropriate timescales. Where possible and if preferred the Managing Director will extend an invite for a meeting to discuss and resolve the complaint face-to-face. Our response will be clear and compassionate and will clearly set out the issues you raised using language that is empathetic and that you can understand.

5. *Review/Appeal*

If you are not satisfied with the outcome of the complaint you may write to us again requesting a review/appeal of the decision/findings. We will then arrange to review our decision, and this will happen by the way of another Director or CEO of ML Doctors who will review the original decision within **7 days**. During this time, we will write to you confirming our final position on your complaint and explaining our reasons.

Should you remain unsatisfied with the resolution provided by ML Doctors you can raise your complaint with MedCo, which is the regulatory body for accredited Medical Reporting Organisations.

MedCo can be contacted by email to: MedCoEnquiries@mib.org.uk

6. *Follow-up*



ML Doctors will ensure that complaints are followed up to confirm that you are satisfied with the response given.

ML Doctors view complaints as a valuable source of feedback and the complaint handling process as an integral part of the service that we provide to our customers. All complaints will be analysed to determine the cause and any complaints where action can be taken to avoid recurrence will be acted upon and raised with the Team and any training needs addressed if appropriate.

All complaints will be reviewed during our Company Management Review meetings to include explanations of what lessons have been learnt and ensure that actions are implemented to improve the design and delivery of services we provide to our customers and our reputation.

Belinda Bishop
Managing Director
ML Doctors