

NursingDirect

POLICY NUMBER: 4

POLICY TITLE: **COMPLAINTS**

WHO MUST ABIDE BY THIS POLICY? **ALL STAFF**



COMPLAINTS

THE PURPOSE OF THIS POLICY

- To inform staff about the Nursing Direct complaints policy.

THE COMPLAINTS PROCEDURE IS AS FOLLOWS:

- Within 5 (5) working days of receipt of a complaint from the client or candidate, the Employment Business will acknowledge receipt of the complaint. The complaint being made in writing in the form the divisional complaints form.
- All reasonable endeavours will be made by the Employment Business to ensure that all complaints are resolved within fifteen (15) days of the complaint being notified to the Employment Business;
- The Employment Business shall ensure that in the event of the complaint being against a Temporary Worker that the Temporary Worker is fully informed of complaints relating to him. The Temporary Worker shall be entitled to receive a copy of the complaint referred to in paragraph 1.
- The Temporary Worker will be afforded the opportunity to state his/ her version of events and will be given seven (7) days to respond to the Employment Business in writing.
- All responses will be shared with the complainant and if appropriate, the Employment Business will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
- The client may at any time request the Employment Business to provide the client with an update as to the progress of the resolution of the complaint.
- The client will receive a written response from the Employment Business, detailing how the complaint has been resolved.
- Where there is evidence of malpractice or the complaint is an event that requires notification, the Employment Business will immediately notify CQC, The Regulation and Quality Improvement Authority, The Police, Protection of Vulnerable Adults or Children, Safeguarding Authority and where applicable alert the Temporary Workers professional body i.e. NMC, HPC and GMC.
- The Employment Business where necessary will immediately exclude the Temporary Worker from its register whilst an investigation is in progress.
- The Employment Business undertakes to work with all parties applicable to an investigation and where necessary share findings of such investigations.
- A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept on a database for easy access;
- The Employment Business has a system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
- The Employment Business will via its internal audit processes review all complaints and take action to prevent reoccurrence.
- The complainant at anytime has the right to refer this matter for review to the Care Quality Commission, The Regulation and Quality Improvement Authority or other authority/professional body.
- Complaints should be addressed to Robert Stiff, Nursing Direct, NWS House, 1E High Street, Purley, Surrey, CR8 2AF.