

**MedXPlus Medical Services
Compliments and Complaints
Policy and Procedure**

Date (written)	01/07/2025
Date (reviewed)	
Date (for review)	01/07/2026
Version	1.0
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Date (signed)	01/07/2025

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1. Our Aim

MedXPlus Medical Services is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, by responding positively to complaints and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible.
- we welcome compliments, feedback and suggestions.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially.
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

1. Definitions

A **compliment** is an expression of satisfaction about the standard of service we provide.

A **complaint** is defined as any expression of dissatisfaction. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

2. Purpose

MedXPlus Medical Services are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant staff member to provide feedback.

3. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

4. Responsibilities

MedXPlus Medical Service's responsibility will be to:

- acknowledge the formal complaint in writing.
- respond within a stated period of time.
- deal reasonably and sensitively with the complaint.
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, MedXPlus Medical Services within 8 weeks of the issue arising.
- raise concerns promptly and directly with a member of staff of MedXPlus Medical Services.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow MedXPlus Medical Services reasonable time to deal with the matter.
- recognise that some circumstances may be beyond control of MedXPlus Medical Services.

5. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and MedXPlus Medical Services maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

6. Complaints Procedure:

Written records must be made by MedXPlus Medical Services at each stage of the procedure.

Stage 1

In the first instance, MedXPlus Medical Services must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them.

A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of MedXPlus Medical Services.

- a) In all cases, the complaint must be passed on to Matthew Jebb (Managing Director).
- b) Matthew Jebb (Managing Director), depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- c) Matthew Jebb (Managing Director) will investigate the complaint. Any conclusions reached should be discussed with the staff member.
- d) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

- a) If the complainant is not satisfied with the above decision, then the complainant may appeal the decision.
- b) A further investigation will take place to examine the complaint further and the managing director may wish to carry out further interviews, examine files / notes. The managing director will respond within four weeks in writing. Their decision will be final.

7. Governance and Review

This policy will be reviewed:

- On an annual basis
- Following a regulatory change
- Following any notable incidents or feedback.

The managing director (Matthew Jebb) is responsible for overseeing adherence to this policy.

8. MedXPlus Medical Services - Complaint Form

You may use this form to make a suggestion or to make a complaint about MedXPlus Medical Services.

Your Name

Address

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Telephone

Email

Date and time of incident

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Suggestion / Complaint

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What action would you like to be taken?

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What times are convenient for you to have an appointment to discuss this?

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