
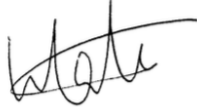
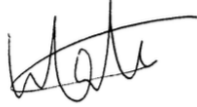


LATUS HEALTH

Document No:	Date Effective:	Document Title:
OP.QM.07.001	01 Apr 20	Complaints Procedure

Approvals

The electronic signatures below certify that this procedure has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Signature	Position	Date
Prepared by:	 Victoria Tait	Quality Specialist	25 Mar 20
Reviewed by:	 Will Latus	Director	01 Apr 20
Approved by:	 Will Latus	Director	01 Apr 20

Amendment Record

This procedure has been reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

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1. SCOPE

This procedure applies to all complaints received in respect of Latus Health Ltd. (the “Company”) activities and its’ associated third-party approved providers.

2. PURPOSE

A complaint is an expression of grievance or dissatisfaction by a user of the Company’s services. The Company complaints procedure deals with the treatment of complaints with respect to both the complainant and persons complained against.

3. BACKGROUND

The following principles underlie this Complaints procedure.

3.1. The information relating to the complaint is confidential and should not be divulged to a third party, without the consent of the person raising the complaint.

3.2. All parties will be treated fairly. The person raising the complaint has the right to have the complaint investigated and the person who may be the subject of a complaint has the right to respond to any allegations made about him/her.

3.3. It is hoped that all complaints raised will be addressed promptly and, if possible, within the arrangements detailed in this document.

4. PROCEDURE

The doctors, occupational health advisors, technicians and administrative staff want to provide a high-quality service and if there has been a misunderstanding or you are dissatisfied with any areas of the service you receive please follow the grievance procedure outlined in this document.

If a client or visitor to the Company expresses a complaint which is not resolved at the point of contact, written notification should be addressed to the Managing Director. Any complaint against the Managing Director will be dealt with by a second Company Director and vice versa and if necessary, an independent consultant.

Managing Director

Address: Latus Health Ltd, Old Heritage Garden Centre, Gibson Lane, Melton, HU14 3HH

E-mail: Jack@Latushealth.co.uk

Phone: 01482 633048; Mobile: 07951 474923

We shall acknowledge your complaint within two working days and aim to have investigated your complaint within 7 working days except for annual leave or sickness. We should then be able to offer you an explanation, or a meeting with the people involved.

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Our aim is to:

- a. Find out what happened or what went wrong.
- b. Make it possible for you to discuss the problem with the Managing or Operations Directors or those concerned if you would like this.
- c. Offer you an apology if this is appropriate
- d. Identify what we can do to ensure that the problem does not recur.

We hope that if you have a problem you will follow this procedure and we can rectify any problems identified and improve our practice.

5. Documentation

Record of Complaint & Corrective Action and Improvement Log_ FM.QM.02