

## Complaint Handling Policy

### Why do we need a Complaint Handling Policy?

When Medica receives a complaint, it is vital that it is acknowledged, recorded and investigated in a timely manner. Complaints management is an important aspect of the service Medica provides and this policy outlines our commitment to high standards of complaint handling throughout the organisation.

### What is the Complaint Handling Policy?

Where required, contact with Medica for making a complaint needs to be as easy as possible. Once a complaint is received, Medica will:

- Note all concerns raised and record relevant details on the Complaints Portal
- Acknowledge receipt of the complaint within 48 hours (working days, when received via email/post) to the complainant.
- Ensure responsibility for complaints management and handling are clear and transparent (see below section)
- Carry out a thorough investigation into all concerns raised
- Respond to the complainant within 28 days of receipt of the complaint
- Determine, record and follow-up any improvement opportunities (learning points, training etc.)
- Maintain records and reports for performance, compliance and regulatory requirements.

### How will complaints be handled?

All complaints received will be handled by defined processes that are outlined within the *Medica Complaint/Feedback Handling Process*. This will ensure a uniform approach to investigating each case and identify opportunities for improvement.

### Who will be responsible for complaint handling?

**All staff** are responsible for following Medica's complaints processes and procedures, including identifying complaints that may enter through their respective areas.

The **Senior Management team** are responsible for the management of complaint cases, remedial actions and learning points in their area. They will assign case owners and investigators where necessary.

The **Information Security & Risk team** are responsible for overseeing the day to day administration of complaints and providing status and compliance reports for management & executive review.

### What happens if we do not comply with this policy?

As well as the potential impact to regulatory and compliance requirements, bad complaint management may result in falling standards relating to service provision and may affect the relationships with our clients and reporters.