

Customer Feedback Policy

Introduction

This document sets out the principles and process that enables you to give feedback or make formal complaints about any aspect of the service supplied by Medica Reporting Ltd.

We aim to ensure that:

Giving feedback or making a complaint is as easy as possible

We treat your feedback/complaint seriously

We deal with any complaints promptly* and in confidence

We learn from feedback and complaints and use them to review and improve our service

(*within specified timescales)

Our approach to feedback and complaints aligns with the principles published by CQC, the Parliamentary & Health Service Ombudsman, current data protection law and other legal or regulatory requirements where applicable.

What is a Complaint?

We define a complaint as any expression of dissatisfaction, justified or not, with our service and which calls for a response. We will fully investigate all complaints, review feedback and learn from subsequent findings so that we can continuously improve our service. These could include, but are not limited to:

If we do not deliver a service on time or in accordance with our service level agreements

If we give you incorrect information

Telecoms, IT systems or Medica procedural issues

If you have an issue with our customer service

Positive feedback and/or suggestions

Accessibility

A paper or electronic copy of the current version of this document is available on request.

How to Contact us to make a Complaint

If you wish to make a complaint you can contact us in any of the ways listed below.

By email: feedback@medicagroup.co.uk

In writing to: Medica Reporting Limited
6th Floor
One Priory Square
Hastings
East Sussex
TN34 1EA

Please indicate clearly that you wish to make a compliment or complaint and identify the exact nature and details of the issue you wish to raise.

In order for Medica to effectively investigate a complaint if it is possible to do so, please detail:

- Client name (Which hospital did the patient attend)
- Client contact name (person raising the complaint)
- Patient ID
- NightHawk Portal Refence ID (if applicable)
- Patient Initials and Surname (where possible – please send any PID via encrypted e-mail or password protected file)
- Exam date
- Date of incident
- Medica Reporter name (if known)

If the complaint is regarding telephony issues, please provide the following information:

- Did you call Medica directly or was it done via hospital switchboard?
- What number did you call from?
- What time did you call?
- What number did you try and call? And did you try backup NightHawk numbers?
- If the call was answered, how long were you on hold for?

We will acknowledge receipt of your complaint within 2 working days, if received during standard office hours Monday – Friday.

Your complaint will be fully investigated with a response issued as soon as the investigation has been completed, which should be within 28 days of receipt of the complaint. . During our investigation, we may contact you to obtain additional information in order to progress the case.

PLEASE NOTE - Complaint cases will be closed after 28 days if Medica has not had a response from a complainant to requests for required additional information. If there is a delay in any aspect of the investigation which will affect our response, we will keep you informed.

Next Step

Following the investigation and response to your complaint, if you remain unhappy, you can contact the **Managing Director** (CQC registered manager), at the above addresses (email and postal) for further investigation where necessary and a final response.