



**YOUR WORLD RECRUITMENT GROUP**  
Open Your World to Endless Opportunities

# Complaints Policy

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**May 2017**

## Clinical Complaints Policy

Definition of a complaint	A clinical complaint is any expression of dissatisfaction or concern about the performance of a Health Care Worker (HCW) who is working through Your World Recruitment, either verbal or written, and whether justified or not, which requires a response and/or redress.
Purpose	<ul style="list-style-type: none"> <li>• To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a clinical complaint.</li> <li>• To publicise the existence of our complaints procedure so that the relevant healthcare establishments know how to contact us to make a clinical complaint</li> <li>• To make sure that everyone at Your World Healthcare Recruitment knows what to do if a clinical complaint is received</li> <li>• To make sure that all clinical complaints are investigated fairly and in a timely manner</li> <li>• To make sure that appropriate action is taken to ensure the safety of patients</li> <li>• To gather information which helps us to improve our recruitment processes and quality</li> </ul>
Scope	Any temporary workers working via Your World Recruitment Ltd, any employees of Your World Recruitment involved in receiving clinical complaints, any clinical governance team involved in the complaints process Clinical Advisory Team Key stakeholders
Process overview	<p>Complaints to be sent to: <a href="mailto:clinicaladvisory@ywrec.com">clinicaladvisory@ywrec.com</a>; <a href="mailto:feedback@ywrec.com">feedback@ywrec.com</a> OR faxed to: 0207 220 0810.</p> <p><b>Response Timescales:</b></p> <ul style="list-style-type: none"> <li>- Any clinical complaints received by recruitment consultants must be escalated to the Clinical advisory team on the same day</li> <li>- All written clinical complaints will be acknowledged within 2 working days</li> <li>- Benchmark for closing complaints is 6 weeks although it is expected that investigations involving a governing body or safeguarding will be open for longer</li> <li>- In the absence of feedback from the client to enable closure of complaint, feedback will be requested via email for a minimum of 3 weeks on a weekly basis</li> <li>- If no response, a '3-day response' email will be sent giving notice of complaint closure and lifting of any restrictions after that time</li> </ul> <p><b>Verbal clinical complaints:</b></p> <ul style="list-style-type: none"> <li>- Must be followed up same day in writing requesting complaint details in writing in order to fully investigate</li> <li>- A response is requested from the complainant within 7 days, complainant must be informed that if no response we assume that they do not wish to proceed further</li> </ul>

<p><b>Process overview</b></p> <p><b>Responsible People:</b></p>	<p><b>Procedure: Record keeping and archive:</b></p> <ul style="list-style-type: none"> <li>- Complaints will be allocated to a named clinical advisor who will manage the complaint throughout</li> <li>- Work restrictions will be applied immediately as assessed by Clinical advisory or as stipulated by the client, if required. Alert notices will be placed on Eclipse and recorded in the contact log.</li> <li>- The HCW will be contacted as soon as possible with the details of the complaint, discussion/meeting/requesting a statement response.</li> <li>- Non response from a HCW to a complaint may result in dismissal and/or referral to the NMC.</li> <li>- The Clinical Advisory team will liaise with the client to resolve the complaint.</li> <li>- A member of the Clinical Advisory Team may attend client meetings in the process of managing a complaint.</li> <li>- Feedback from the client will influence any remedial action/support that may be required.</li> <li>- Although each complaint will be managed on an individual &amp; unbiased basis, prior complaints will be taken into account when considering continued suitability for ongoing agency work and patient safety.</li> </ul> <p><b>Record keeping and archive:</b></p> <ul style="list-style-type: none"> <li>- Clinical advisory will record complaints</li> <li>- Access to complaints are limited to the Clinical Advisory Team and Compliance Director</li> <li>- A 'limited access' database is kept for all closed complaints to enable traceability and performance &amp; quality management</li> <li>- Archived complaints are stored for 5 year</li> </ul>
<p><b>Responsible People:</b></p>	<p>HR            Director of Compliance            Clinical Advisory Team            Recruitment team</p>
<p><b>References:</b></p>	<p>Complaints process</p>