Occupational Health Service

Complaints Policy

The Occupational Health Service aims to provide a high quality professional service to all clients. If you are unhappy with any aspect of our service please tell us. This allows us to deal with your case properly and helps us to identify where we might need to make changes or improvements.

Who can use this policy to complain about the Occupational Health Service?

All staff or students who are eligible to use our services may follow our complaints procedure.

What can I complain about?

- any aspect of the services we deliver
- how we deliver them

Where can I find more information about what I can expect from the Occupational Health Service?

- Visit our website for more details about our range of services, how to access them and how we operate: http://www.hr.qmul.ac.uk/

How do I complain?

Step 1 – Informal resolution

General complaints about the Service
If you feel able to, speak to our reception staff in the first instance, they may be able to help you or advise you who else you should speak to. Alternatively, you can raise your concerns by telephone on 0207 882 8700/7207 or by email to: occhealth@qmul.ac.uk

Complaints concerning staff
If you feel able to, speak to the staff member. You might be able to resolve your concerns quite easily. If it is not practical to speak to them in person, or you do not feel able to, consider writing to them or using email. You can email staff through our general email address at: occhealth@qmul.ac.uk or leave a letter at our reception.
Step 2 – Formal Complaint

Your formal complaint must be in writing to the Manager of the Occupational Health Service. You can email: m.i.bennett-pompey@qmul.ac.uk or send your letter to:

Ms Marcia Bennett-Pompey
Occupational Health Service Manager
Geography Building
Queen Mary, University of London
Mile End Road
London E1 4NS

What should my formal complaint include?

☐ Your name, contact details, if you are a member or staff or a student;
☐ A clear and concise explanation of what you found unsatisfactory and why you feel that it is unacceptable;
☐ Any relevant dates or names of people involved;
☐ If you can, an explanation of how you feel your situation could be resolved to your satisfaction;
☐ Your signature and the date.

How will my complaint be investigated?

The Manager of the Occupational Health Service will investigate the facts of your complaint and speak to any staff members concerned.

You will receive a letter within 3 working days informing you that your complaint is being dealt with and a written response, normally within two weeks of receiving your complaint. The written response will include details of how to take your complaint further if you are not satisfied with the outcome (see Step 3 below).

If your complaint is about the Manager of the Occupational Health Service, you may prefer to move straight to Step 3 after Step 1 (see below).

What records are kept?

The Manager of the Occupational Health Service will keep a record of the details of your complaint, any action taken and copies of all correspondence.

Your complaint will be kept confidential to the Occupational Health Service unless you choose to progress to step 3 of this procedure.
Step 3 – Formal Complaint to the College

If you are not satisfied with the response from the Occupational Health Service:

Staff: you may complain to the Head of HR Operations and Information

Students: Complaints Policy available on the intranet at www.studentadmin.qmul.ac.uk/students/complaints.pdf

**Awareness and policy review**

All Occupational Health Service staff receive training on this policy during their induction.

Regular team meetings ensure that awareness of this policy is maintained, and enable discussion on improvements and development

Staff and students are made aware of this policy via:

- A notice in our waiting room;
- Copies available from Service reception on request;
- Policy available on the Occupational Health Service intranet site;
- Reference to the policy will be added to the new version of our promotional leaflet.

**Review Date:** January 2020