

Complaints Policy



OHWorks is committed to providing its services efficiently and effectively, always remembering that our clients come first. However, even in the best-run organisations, there are times when things go wrong and clients may not be happy with the service they receive.

If a member of staff from a client organisation feels our services are not up to scratch then we welcome their opinion — we will do all we can to investigate and solve any complaint as quickly as possible.

To make solving problems quick and easy, we have set the following simple procedure:

- In the first instance, the complainant should call the relevant OHWorks office and explain the nature of the complaint. We will also accept written complaints via email or post.
- The OHWorks manager concerned will contact the complainant by email, post or phone within three working days to acknowledge receipt of the complaint.
- The manager will then investigate the complaint and the complainant should receive a full response within 25 working days from date of receipt — this standard applies to all stages of the complaints procedure and all OHWorks correspondence. The response will take longer if the nature of the complaint requires additional investigation or action by a professional or government organisation (such as the police).
- We have a special section on our Occupational Health software system that will officially record each complaint and convert this into an active case. This case is then monitored by our team.
- Investigations into serious complaints will commence within 24 hours.
- We hope that the complaint will be successfully resolved at this stage. If this is not the case, and the complainant is not satisfied with the OHWorks manager's response, the complainant can then ask to be put in touch with one of the company directors, who will then take on responsibility for dealing with the complaint.

We will maintain a full written record of the nature and details of each complaint received and the action taken to resolve the complaint. We operate a central software system for complaints to analyse and identify any pattern of complaints.

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| | Written by: Jo Watersmith | Date issued/reviewed: June 2014 | Review date: June 2016 |
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