Dr Kashif Shakeel
MBBS, MRCGP(Int), EBCEM

Section 1 - Objective:

This document describes the Complaint Handling Policy, which has been implemented to ensure that all complaints including the complaints related to the content of the independent medical report are dealt with and handled in a professional manner.

Section 2 - Purpose:

The aim of the policy is to ensure that:

1. We deal with all complaints openly and thoroughly.
2. We aim to resolve complaints promptly.
3. We update the complainant/Instructing party throughout the process.
4. We aim to arrive at a satisfactory outcome.
5. We review complaints on a regular basis and where applicable use them to improve our processes and service levels.

Section 3 - Approach:

Although we will do everything we can to meet or exceed your expectations, in the event that you should find you have an issue or complaint with our service, we urge you to contact us. In the first instance, you should contact our administration team at GRIP Technologies Limited on 0208 77 000 51 or by sending an email to complaints@griptechnologies.co.uk or by post:

Dr Kashif Shakeel
113 Westmead Road,
Sutton
SM1 4JE

Section 5 - Procedure:

If you have telephoned, we hope that we will be able to deal with the issue or complaint to your satisfaction immediately.

1. You will receive a letter or an email, acknowledging your complaint within 2 working days upon receipt of complaint.
2. Your complaint will be recorded on our register in form of a ticket in GRIP system and will be used to improve our service to our clients.
3. We will then start to investigate your complaint and provide a written reply to your complaint within 5 working days.

4. At this stage, if you are still not satisfied with our response, we will review this again and reply within 3 working days to your further complaint.
5. If we are unable to meet the timescales above whilst dealing with the complaint, we will let you know and explain why.

Section 5 – Escalation process:

Should the complaint not be resolved to the complainant's satisfaction, our escalation procedure means that we will self-refer ourselves to a higher authority (MedCo EAPR Committee) or you have right to escalate it to MedCo.

MedCo can be contacted by:

Email: enquiries@medco.org.uk

www.medco.org.uk

Linford Wood House
6-12 Capital Drive
Milton Keynes
MK14 6XT

We are always seeking to continuously improve our service and will keep a record of your complaint and the outcome will be held centrally for analysis. Whatever the outcome, we assure you that we will be examining our Customer Care processes and procedures to try to ensure that the issue does not arise again.