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## **Complaints Policy**

### **Section 1 - Definitions:**

- In this document, "I," "we," "our," and "us" refer to Dr Raisha Nurani and the practice, collectively known as DME.
- "You," "your," and "their" refer to the instructing party, injured party, or claimant.

### **Section 2 - Introduction:**

At Dr Raisha Nurani's practice, we are dedicated to providing high-quality medico-legal reporting services. We understand the critical nature of our work and the importance of accuracy, professionalism, and sensitivity in handling medical reports used in legal contexts. This complaints policy outlines our commitment to addressing any concerns or complaints regarding our services, ensuring they are handled promptly, fairly, and professionally. Our goal is to resolve issues effectively and use feedback to continuously improve our services.

### **Section 3 - Objective:**

This document outlines the Complaint Handling Policy, implemented to ensure that all complaints, including those related to the content of the independent medical report, are handled professionally.

### **Section 4 - 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 5 - Approach:**

Although we will do everything we can to meet or exceed your expectations, in the event that 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:

Telephone: 0208 77 000 51,

by sending an email to [complaints@griptechologies.co.uk](mailto:complaints@griptechologies.co.uk),

or by post:

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### **Section 6 - 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 the complaint.
2. Your complaint will be recorded on our register in the form of a ticket in the 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 within 5 working days.
4. 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 while dealing with the complaint, we will let you know and explain why.

### **Section 7 – 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 the right to escalate it to MedCo.

Email: [enquiries@medco.org.uk](mailto:enquiries@medco.org.uk)

[www.medco.org.uk](http://www.medco.org.uk)

MedCo Registration Solutions  
Suite 44, Shenley Pavilions  
Chalkdell Drive  
Shenley Wood  
Milton Keynes  
MK5 6 LB

We are always seeking to continuously improve our service and will keep a record of your complaint and the outcome 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.