



Complaints Policy

1.0 Scope of Policy

This document outlines how A B Medical Services (UK) limited will review, deal with and respond to complaints. The Managing Director has overall responsibility for managing and resolving complaints.

2.0 If something goes wrong

If you wish to make a complaint, highlight a concern, or have any comments about the service or treatment you have received from us then please let us know. All staff have a duty to try and resolve any complaints or issues whilst on duty. The Event Duty Manager / Supervisor will be the first point of contact to raise complaints whilst we are providing services at an event / location. If the complaint has not been sufficiently dealt with, it can be escalated to our Complaints Department / Operations Department. See the flow chart in the appendix.

You can contact us by emailing

operations@ab-medical.co.uk

By calling **08443 100 150** or the Operations Manager direct on **0759 0542 513**

3.0 How we will manage your contact with us

If contact is by telephone, we will clarify the issues raised and agree the way forward. When your contact is either by letter or email, a member of the complaints team will endeavor to telephone and speak with you within three working days of receipt of your correspondence. If we are not able to speak with



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you, a letter of acknowledgement will be sent within this timescale.

If you are making a complaint, we will undertake an investigation into the issues raised and aim to provide a full written response within 25 working days. Where this is not possible, either due to a delay occurring or the complaint is of a more complex nature, you will be kept informed of progress and a future date for a response will be agreed.

A B Medical Services will endeavor to resolve all issues at a local level, however, in the event that you are not satisfied with our response to your complaint, you have the right to contact Care Quality Commission (details below).

4.0 What we will do if we get it wrong

Although we aim to provide a high quality service, there are times when we get it wrong. When that happens we will do the following.

- Offer you an apology.
- Review the care we provided or the way we managed the incident and reflect on what happened in a way that helps us to learn from the experience.
- Use your experience to improve our policies and practice.
- Where appropriate, create a specific care plan, with the involvement and agreement of the patient involved.
- Explain what we have done to address the issues raised and prevent them happening again.

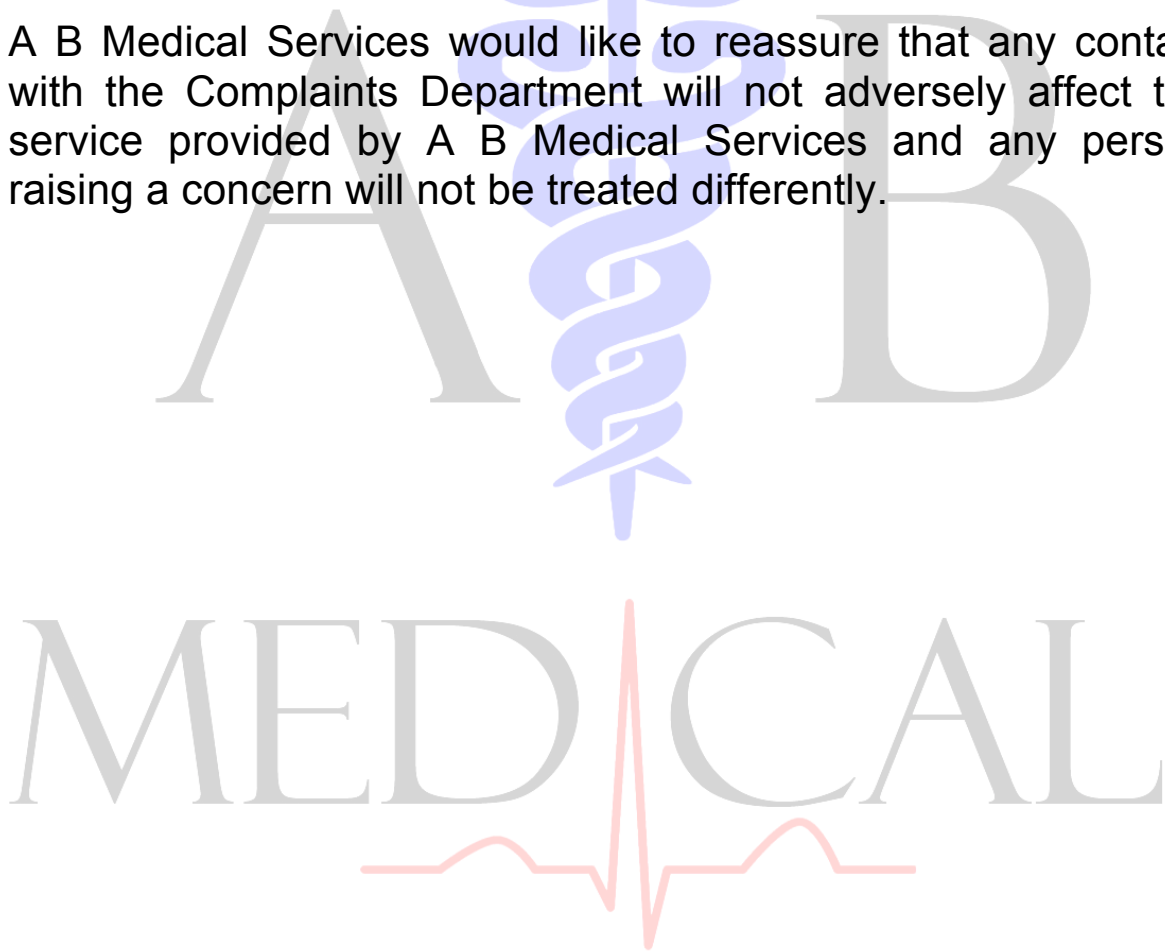


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- Work closely with any other agency involved so that we can offer a 'joined-up' approach.

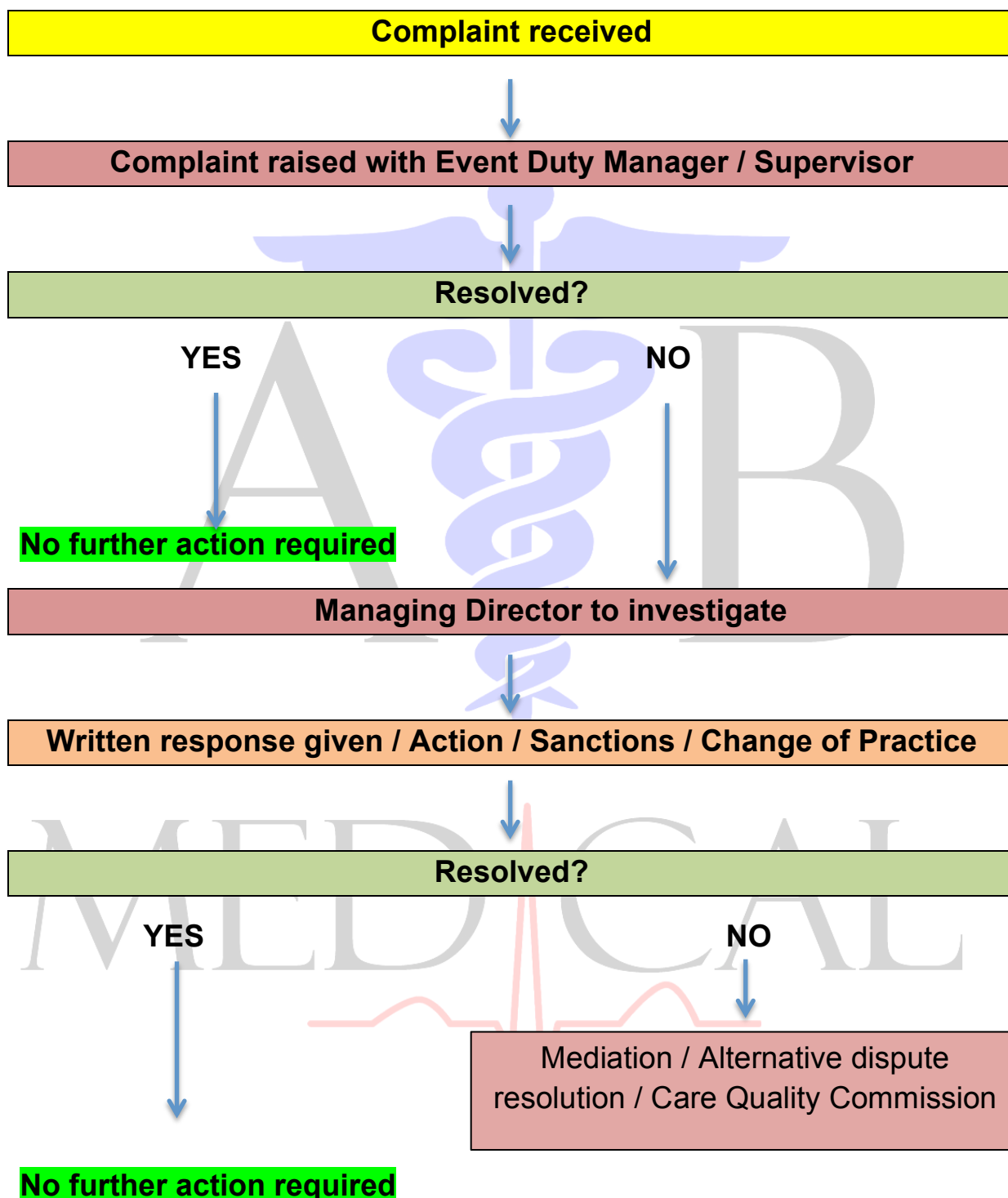
Additionally, if you have concerns regarding any of the services provided by A B Medical Services you can contact the **Care Quality Commission** on telephone number 03000 616161 or email enquiries@cqc.org.uk. Further information about the Care Quality Commission is available at www.cqc.org.uk.

A B Medical Services would like to reassure that any contact with the Complaints Department will not adversely affect the service provided by A B Medical Services and any person raising a concern will not be treated differently.



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Appendix 1 - Complaints Procedure Flow Chart



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