

PMI011 - Complaint Handling Policy

Why do we need a Complaint Handling Policy?

When Medica receives a complaint, it is vital that it is acknowledged, recorded and investigated in a timely manner. Complaints management is an important aspect of the service Medica provides and this policy outlines our commitment to high standards of complaint handling throughout the organisation.

What is the Complaint Handling Policy?

Where required, contact with Medica for making a complaint needs to be as easy as possible. Once a complaint is received, Medica will:

- Note all concerns raised and record all relevant details
- Acknowledge receipt of the complaint within 5 days (working days, when received via email/post) to the complainant.
- Ensure responsibility for complaints management and handling are clear and transparent
- Carry out a thorough investigation into all concerns raised
- Respond to the complainant within 30 days of receipt of the complaint
- Determine, record and follow-up any improvement opportunities (learning points, training etc.)
- Maintain records and reports for performance, compliance, and regulatory requirements.

How do I raise a complaint or give feedback?

You can raise a complaint or give feedback in many ways:

- In person, verbally to one of our team in clinical locations.
- Via telephone to: 1800 456225
- Via post: Global Diagnostics Ireland Limited T/A Medica
Rockfield Medical Campus
Balally
Dublin 16
- e-mail to Feedback@medica.ie

How will complaints be handled?

All complaints received will be handled by defined processes that are outlined within internal policies. This will ensure a uniform approach to investigating each case and identify opportunities for improvement.

Who will be responsible for complaint handling?

All staff are responsible for following Medica's complaints processes and procedures, including identifying complaints that may enter through their respective areas. The **Senior Management team** are responsible for the management of complaint cases, remedial actions and learning points in their area. They will assign case owners and investigators where necessary.

The **Information Security & Risk Team** are responsible for overseeing the day-to-day administration of complaints and providing status and compliance reports for management & executive review.