

## Clients Complaints and Compliments Procedure

### **Procedure Statement**

Symbios Health is proud to be providing professional occupational health services nationwide,

‘Bringing a professional approach to something personal.’

We want to make sure we meet every customer’s needs.

To ensure customer satisfaction, we welcome all feedback from our customers.

We welcome every opportunity to monitor and improve our services by having a complaints and compliments procedure.

### **Purpose**

The Symbios Health **complaints** procedure is intended to be:

- A) Accessible
- B) Transparent and open to scrutiny
- C) Consistent
- D) Fair to complainant and staff
- E) Timely
- F) Robust
- G) Used to direct service improvement.

**Compliments** are valuable, welcome, and important to our service. Compliments can be verbal or sent via email to the Governance Lead [Debs.wassell@Symbios.Health](mailto:Debs.wassell@Symbios.Health)

- A) Compliments enable us to provide positive feedback to staff.
- B) May be used to influence our organisation and service development.

### **Raising a complaint**

Should you have a complaint regarding any aspect of our services or staff,

Please email the Governance Lead [Debs.wassell@Symbios.Health](mailto:Debs.wassell@Symbios.Health)

- A) Explain the issue as clearly and fully as possible including any action taken.
- B) Specify how you would like to be contacted. Via email or letter.
- C) Allow Symbios a reasonable amount of time to investigate and respond.
- D) Recognise that some circumstances may be beyond Symbios Health’s control.

### **Symbios will:**

- A) Acknowledge the formal complaint within 5 working days via the route requested and give an estimated date for a full response.
- B) Investigate and respond within the specified time.
- C) Keep you informed if the investigation is likely to take longer.
- D) Act, review and improve the service where appropriate.
- E) Share learning where appropriate.