

CLIENTS COMPLAINTS AND COMPLIMENTS PROCEDURE

Symbios Health

Controlled Document

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Reference number	SOP216
Version	3
Date ratified	23.10.2025
Due for review	23.10.2027
Review period	Two years unless a need for review is identified
Committee/individual responsible	Company Director Symbios Health
Target audience	All Symbios Health Staff
It is the responsibility of the Administration team to ensure this document is updated in a timely manner, controlled, and shared via teams.	
Uncontrolled Document if Copied or Printed	

Implementation plan

Group	Objective	Method	Lead	Target Start	Target End	Resources
All employees	Employees to read and understand this policy.	Policy available on Symbios SharePoint	Company Director	Oct 25	Nov 25	Employees to attend Teams meeting. Reference to SharePoint – clinicians – documents -in use - SOPs

Amendments

Version	Changes	Date
2	Raising a staff conduct complaint added.	05.04.2024
3	Online complaint form and process added	03.10.2025

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1. 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.

2. 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.

3. **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

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

4. Raising a General or Formal Complaint

Should you have a complaint regarding any aspect of our service or a member of our team, please complete the online complaints form FOR420 or email the Governance Lead Debs.wassell@Symbios.Health

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

Symbios will:

- A) Acknowledge the 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.

5. Raising a Staff Conduct Complaint


Should you have reason to bring a staff conduct complaint to our attention please complete the online complaints form or email the Governance Lead Debs.wassell@Symbios.Health



- A) Explain the issue as clearly and fully as possible including the name of the employee and any action taken.
- B) Include any actions you may wish us to consider.
- C) Specify how you would like to be contacted. Via email or letter.
- D) Allow Symbios a reasonable amount of time to investigate and respond.

Symbios Health will:

- A) Ensure all the appropriate people are informed.
- B) Interview the parties involved.
- C) Consult with external HR where appropriate.
- D) Review and consult over any contractual implications.
- E) Ensure the Directors of Symbios Health are in agreement with any action.
- F) Ensure the employee is fully informed and in agreement with any action.
- G) Ensure remedial actions are carried out.
- H) We will let you know when our process is complete but depending on the sensitivity of the outcome, we reserve the right to maintain an employee's privacy and confidentiality.

6. Review and Authorisation

REVIEWED BY and ROLE	SIGNATURE	DATE
Debs Wassell Head of Governance/ISO Lead		03.10.25

AUTHORISED BY	SIGNATURE	DATE
Dr Oliver Cooper		23.10.2025
Symbios Health Director		
Deborah Wassell		23.10.2025
Author - Head of Governance/ISO Lead		

7. Linked Documentation

POL101 Errors and Performance Policy
FOR420 Website - Clients Complaint Form

8. Quality Impact Assessment/Employee

		Yes/No	Comments
1.	Does the SOP affect one group less or more favourably than another on the basis of:		
	Race	No	
	Ethnic origins (including gypsies and travellers)	No	
	Nationality	No	
	Gender	No	
	Culture	No	
	Religion or belief	No	
	Sexual orientation including lesbian, gay and bisexual people	No	
	Age	No	
	Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
2.	Is there any evidence that some groups are affected differently?	No	
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	n/a	
4.	Is the impact of the SOP likely to be negative?	No	
5.	If so can the impact be avoided?	n/a	
6.	What alternatives are there to achieving the SOP without the impact?	n/a	
7.	Can we reduce the impact by taking different action?	n/a	