



# **Complaints Policy**

TAC Healthcare Ltd (TAC) takes your concerns and complaints very seriously and we welcome the opportunity to improve how people experience our service.

## What is a complaint?

We adopt the following explanation provided by our regulators and consider a complaint as:

**‘Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf**

## Who can complain?

Anyone can make a complaint to us. You can complain directly to us, or if you would rather have someone make the complaint on your behalf; we can deal with your representative. This could be a relative, a carer, a friend or any other person that you choose. We can also give you information about advocacy services, and about the Patient Advice and Support Service, which can help you to make your complaint. If you agree to someone making the complaint on your behalf, it is important for you to know that we will need to ask for your permission for us to deal with that person.

## What can I complain about?

You can complain about things like:

- an inadequate standard of service;
- difficulty in communicating with the organisation;
- treatment by or attitude of a member of our staff;
- operational and procedural issues;
- our failure to follow the appropriate process; and
- your dissatisfaction with our policy.

We realise that it is not possible to list everything about which you can complain. If you want to complain about something that we have not listed above; we encourage you to do so.’

TAC always aspires to respond in a timely manner. However, if your complaint cannot be addressed immediately and directly by a member of staff then this policy lays out the procedure for raising complaints and the process and timescales involved.

If you are unhappy with any aspect of the care, we provide you can raise your concerns directly with the regulator for your region; contact details are at the end of this policy.

If possible, in the first instance, please let us know why you are unhappy so we can try and help resolve your complaint directly.

## What can't I complain about?

There are some things we cannot deal with through our complaints handling procedure. These include:

- a previously concluded complaint or a request to have a complaint reconsidered where we
- have already given our final decision;

- allegations that have been referred to another statutory agency, such as the police or social work
- a complaint made by an employee or other person in relation to their employment contract;
- a complaint about which you have commenced legal proceedings, or have clearly stated that you intend to do so, rather than pursue the matter using our complaints procedure

## **We have a THREE-stage complaints procedure.**

### **Stage ONE: early, local resolution**

In the first instance we encourage individuals to discuss feedback, comments, concerns, or complaints with the staff most closely involved so that where possible, issues can be resolved as quickly and informally as possible.

We will always try to resolve your complaint quickly, within five working days if we can. If you are unhappy with our response, you can ask us to consider your complaint at Stage two.

### **Stage TWO: investigation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days *unless* there is clearly a good reason for needing more time.

### **Stage THREE: Independent Adjudication**

If you are not satisfied with the complaint review at stage 2, you have the right to refer the matter to stage 3 independent external adjudication through ISCAS

## **Raising a complaint**

Complaints should normally be made within 6 months of an event or an incident or 12 months after finding out you have a reason to complain. If there is a good reason why this is not possible, and in exceptional circumstances, we may be able to extend this time limit, at our discretion and in discussion with you.

Concerns and complaints can be made verbally, in writing or by email. If you make your complaint verbally, we will provide you with a written copy. You can phone us on Telephone Number: 0333 0143 488.

All Incidents are reviewed by our Senior Management Team chaired by our Clinical Director and reported at board level.

## **Who to contact?**

You can raise your concern/complaint by completing our [Speak Up Have Your Say Form](#) which updates our Incident Log and is managed by our Quality & Compliance Team.

Alternatively, you can **email** our **Quality & Compliance Team** at [QandC@tachealthcare.com](mailto:QandC@tachealthcare.com) or **write** to us at the address below.

## Mailing address

TAC Healthcare Ltd  
Wellheads Crescent,  
Wellheads Industrial Estate,  
Dyce, Aberdeen AB21 7GA

## What to include

To help us with your concern or complaint, please tell us

- what your concern/complaint is about
- what happened, where it happened and when it happened
- who was involved?
- the names of any witnesses

## Response times

- All complaints will be acknowledged within three (3) working days.
- An investigation of the issues raised will be undertaken and progress reported to the complainant.
- All those involved in the Complaint will have the opportunity to give their feedback.
- The investigation will be led by the Department Head/Clinical Lead who will put together a response within twenty (20) working days.
- If the investigation of a complaint is going to exceed the twenty (20) working days identified in this policy, we will advise the complainant, so they are aware of the delay and the reason.

A full report addressing the issues raised will be sent to the Complainant. Acknowledgement to the complainant shall include confirmation 'if TAC do not receive a response within 10 working days, this matter will be closed'.

## Unresolved issues - Clinical

If you feel the issue remains unresolved, please write to the **Chief Nurse** at the mailing address above.

## Unresolved issues – Occupational Health

If you feel the issue remains unresolved, please write to the **Director of Occupational Health** at the mailing address above.

We aim to address all complaints in a satisfactory manner but if you remain dissatisfied then we will try to work with you to provide an acceptable solution.

In some cases, it may be appropriate to have a face-to-face meeting between the parties to try and address the issues and identify a mutually satisfactory solution.

If we are unable to resolve your complaint in a satisfactory manner you are entitled to raise this with an external regulator.

## External Regulators

Complaints about the standard of care provided by:

- a Medical Consultant should be directed to the **General Medical Council**  
<https://www.gmc-uk.org/concerns>
- a Registered Nurse should be directed to the **Nursing and Midwifery Council**  
<https://www.nmc.org.uk/concerns-nurses-midwives/support-for-patients-families-and-public/who-to-contact/>
- [How we deal with complaints about independent healthcare \(IHC\) services \(healthcareimprovementscotland.org\)](https://www.healthcareimprovementscotland.org) HIS can be contacted at any point.

All above organisations have online complaints forms.

## Independent Sector Complaints Adjudication Service (ISCAS)

TAC is subscribed to ISCAS which maintains a panel of independent adjudicators who review and make decisions on complaints at the final stage. The independent adjudicators have a variety of backgrounds, including health policy, health professional standards, complaint handling, consumer policy, regulation and the law.

At stage 3 of the complaints process, Adjudicators examine all the documentation associated with a complaint and, where required, draw on the advice of relevant clinical experts. Adjudicators issue their decisions in the form of a decision letter that is provided to the Patient and the Subscribing IHP, with redacted information shared with the relevant Healthcare Regulator.

## Regulators and Ombudsman

Complaints about the standard of care provided by TAC should be directed as follows:

Scotland	England
<b>Health Improvement Scotland</b> Independent Healthcare Team Gyle Square, 1 South Gyle Crescent Edinburgh EH12 9EB <b>Telephone:</b> 0131 623 4342 <b>Website:</b> <a href="http://www.healthcareimprovementscotland.org">www.healthcareimprovementscotland.org</a>	<b>Care Quality Commission</b> Citygate, Gallowgate Newcastle upon Tyne NE1 4PA <b>Telephone:</b> 03000 616161 <b>Website:</b> <a href="https://www.cqc.org.uk/">https://www.cqc.org.uk/</a>
<b><i>Ombudsman for NHS patients</i></b>	
<b>Scottish Public Service Ombudsman</b> (Scotland) <b>Link to Complaint Form:</b> <a href="#">SPSO Complaints Form</a> <b>Telephone:</b> 0800 377 7330 <b>Website:</b> <a href="http://www.spsso.org.uk">www.spsso.org.uk</a>	<b>Parliamentary and Health Service Ombudsman</b> (England) <b>Link to Complaint Form:</b> <a href="#">PHSO Complaint Form</a> <b>Helpline:</b> 0345 015 4033 <b>Website:</b> <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a>
Wales	Northern Ireland

<b>Healthcare Inspectorate Wales</b> Welsh Government Rhydycar Business Park Merthyr Tydfil CF48 1UZ <b>Telephone:</b> 0300 062 8163 <b>Email</b> <a href="mailto:hiw@gov.wales">hiw@gov.wales</a> <b>Website:</b> <a href="https://hiw.org.uk/">https://hiw.org.uk/</a>	<b>The Regulation and Quality Improvement Authority</b> 9th Floor Riverside Tower 5 Lanyon Place, Belfast BT1 3BT <b>Telephone:</b> 028 9536 1990 <b>Email:</b> <a href="mailto:info@rqia.org.uk">info@rqia.org.uk</a> <b>Website:</b> <a href="https://www.rqia.org.uk/">https://www.rqia.org.uk/</a>
<b><i>Ombudsman for NHS patients</i></b>	
<b>Ombudsman Wales</b> (Wales) <b>Link to Complaints Form:</b> <i>No form available online</i> <b>Telephone:</b> 0300 790 0203 <b>Website:</b> <a href="http://www.ombudsman.wales">www.ombudsman.wales</a>	<b>Northern Ireland Public Services Ombudsman</b> (Northern Ireland) <b>Link to Complaints Form:</b> <a href="#">NIPSO Complaints Form</a> <b>Telephone:</b> 0800 34 34 24 <b>Website:</b> <a href="https://nipso.org.uk">https://nipso.org.uk</a>