



## COMPLAINTS POLICY

Holt Doctors is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

### Complaints Procedure

If you have a complaint, please contact Kath Blowes, Administration Manager by phone 01756 702588 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Tracy Ward, Managing Director. You can write to her at: 4<sup>th</sup> floor, 1 Belle Vue Square, Broughton Road, Skipton BD23 1FJ.

#### Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 working days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 working days from receiving their reply.
5. Tracy Ward will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 working days of the end of our investigation.
6. Within 2 working days of the meeting Tracy Ward will write to you to confirm what took place and any solutions she has agreed with you.

If you do not want a meeting or it is not possible, Tracy Ward will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 working days of completing her investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Tracy Ward's decision within 10 working days.
8. We will let you know of the outcome of this review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If

you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 15 Welbeck Street, London W1G 9XT.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**

### **Complaints Procedure regarding Agency Workers**

We also have an internal Complaints Procedure (HD 004) which defines the way we will address a complaint regarding our agency workers in lines with best practice. If you have a complaint, please contact Kath Blowes, Administration Manager. You can write to her at: 4<sup>th</sup> floor, 1 Belle Vue Square, Broughton Road, Skipton BD23 1FJ.

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