



COMPLAINTS POLICY AND PROCEDURE – Complaint from client with regard to an Agency Worker

From time to time it may be the case that an Agency Worker receives a complaint from a client, patient or other person. If they are on assignment these must be reported to a senior person in the department where they are working and all the details of the complaint documented. They must also report the complaint to MP Locums. If the agency worker is the subject of a complaint they will be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend them from assignments whilst the investigation is in process. Any complaints of misconduct against an agency worker will be reported to the GMC, GDC, HPC, etc or other relevant Registration Body.

MP Locums complaint procedures are in accordance with the HSC 2003/012- Maintaining high professional standards in the modern NHS. This will enable the Participating Authority to make complaints quickly and MP Locums shall be required to investigate and resolve a complaint within the prescribe timeframes. The Authority will, with due regard to the Data Protection Act 1998, provide to MP Locums the necessary information in order for the Supplier to thoroughly investigate the complaint.

The complaints procedure is as follows:

1. Within three (3) working days of receipt of a complaint, from the Authority, MP Locums will acknowledge receipt of the complaint;
2. All reasonable endeavours will be made by MP Locums to ensure that all complaints are resolved within fifteen(15) days of the complaint being notified to the Supplier; However, where the nature of the complaint requires additional investigation or action by a professional or government organization, all reasonable endeavours should be made to ensure that the complaint is resolved as soon as possible thereafter;
3. MP Locums shall ensure that each Agency Worker is fully informed of complaints relating to him;
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given seven (7) days to respond;
5. If appropriate, MP Locums will take demonstrable action to ensure there is no recurrence of the act or omission complained of;
6. The Authority may at any time request the MP Locums to provide the Authority with an update as to the progress of the resolution of the complaint;
7. Details on how the complaint has been resolved will be notified to the Authority in writing, as soon as possible after finalisation;
8. Upon receipt of poor reports of an Agency Worker's performance (whether in a Confidential manner or not) in writing by, or on behalf of, the Authority, that Agency worker shall NOT



again be supplied to the Authority until the Authority is satisfied that a) the issues identified have been resolved, b) will not recur and c) has confirmed this in writing, to the supplier.

9. Where there is evidence of malpractice, the Agency Worker shall be reported to their professional body, by MP Locums Operation Manager and/or Complaints Manager;
10. MP Locums will be responsible for monitoring and following up such complaints with the professional body until an outcome is reached; MP Locums will discuss with the Authority whether an Alert Notice needs to be issued and MP Locums will co-operate with any action required;
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept;
12. A system to analyse and identify any patterns of complaints (Quality Assurance System) is already in place.