



NMC UK Wide Quality Assurance Framework

Complaints

All customer complaints will be handled according to a consistent procedure, which we will publish on our website. A formal complaint will be made in writing to the Operations Manager, who will:

- log the complaint in the correspondence log;
- write a letter of acknowledgement to the complainant within **two working days**;
- where the complaint involves the service given by a Reviewer/Managing Reviewer, refer it immediately to the Managing Reviewer or Director of Reviews;
- where the complaint involves the service given by the Operations team, refer it immediately to the Director of Reviews.

The Director of Reviews will institute an investigation, with the aim of providing a full response to the complainant within **20 working days**.

The Operations Manager and/or other relevant staff may be called upon to assist in the investigation. The investigation will involve seeking evidence from the Reviewer or staff member about whose performance the complaint has been made, and from any other relevant sources (such as quality assurance records).

It may also, where necessary and appropriate, involve contacting the complainant to discuss the issues in more detail. In the case of complaints about the conduct of a Reviewer, the Code of Conduct will be the fundamental reference point.

At the conclusion of the investigation, the investigating officer will make a decision about whether the complaint is:

- upheld;
- not upheld, or
- not proven.

This decision will be final. The investigating officer will write a report outlining the reasons for the decision. The Operations Manager will send the complainant a copy of the report, together with a covering letter, and will place a copy on file.

This process will normally be completed within **20 working days** of receipt of the complaint. In exceptional circumstances (for example, where the issues involved are particularly complex and/or the relevant personnel are not readily available for reasons beyond our control), it may be



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necessary to extend the period of the investigation. Where this proves necessary, the complainant will be kept fully informed of progress.

If a complaint about the service given by a Reviewer is upheld, then any unsatisfactory work will be repeated at our expense. It may be appropriate to deploy a replacement Reviewer, in which case this will be done as quickly as possible.

If a complaint is upheld, then the investigating officer will consider, in consultation as appropriate with other members of the project team, what if any corrective and/or disciplinary action should be taken in respect of an individual. For example, a Reviewer might be the subject of escalated QA monitoring or, in the case of a serious complaint, immediate removal from the pool of Reviewers available for deployment. For a not upheld or not proven complaint, the investigating officer will nonetheless consider, in consultation as appropriate with other members of the project team, whether there are minor issues for improvement that the individual should consider. These will be addressed as part of the normal quality assurance process.