



YORLMC LIMITED

Complaints Policy and Procedure

YOR Local Medical Committee Limited (YORLMC Ltd) is the brand name for Bradford & Airedale and North Yorkshire LMCs. It is the professional voice for all NHS GPs and practice teams across the areas of North Yorkshire & York and Bradford, Airedale, Wharfedale & Craven. YORLMC Ltd is a gateway to pastoral care and provides personal and totally confidential support for GPs and practices in difficulty or experiencing major change. It also provides personal advice and support for practices on a wide range of issues.

Complaints Policy and Procedure

YORLMC Ltd welcomes and values your comments and suggestions on what we do to support NHS GPs and practice teams across the areas of North Yorkshire & York and Bradford, Airedale, Wharfedale & Craven.

The purpose of our Complaints Policy and Process is to ensure that all complaints are dealt with promptly and consistently and are handled courteously and fairly.

In this document, it is explained how to make a complaint and how it will be handled. YORLMC Ltd will listen carefully to complaints and treat them as confidential and, in doing so, record, store and manage all information accurately and in accordance with the GDPR/Data Protection Act. YORLMC Ltd is committed to investigating all complaints fully, objectively and within the stated time frame. Thereafter, YORLMC Ltd shall notify the complainer of the results of its investigation and any right of appeal.

Definition of a complaint

For the purpose of this policy a complaint is defined as: *Any expression of dissatisfaction, whether justified or not, about any aspect of our business.*

How to make a complaint

If you are unhappy with certain aspects of what we are doing to support NHS GPs and practice teams across the areas of North Yorkshire & York and Bradford, Airedale, Wharfedale & Craven, please communicate your concern to member of the Corporate Affairs Team, as often the problem can be sorted out straight away.

However, if you want to make a formal complaint, you can do this by writing to the Chief Executive at info@yorlmcld.co.uk

Complaints Procedure

YORLMC Ltd aims to settle complaints quickly and satisfactorily and provide an acceptable explanation to the complainer, including actions it proposes to take to improve its activities and decisions.

There are three stages to the complaint's procedure:

- Stage One – the complaint
- Stage Two – the investigation
- Stage Three – appeal

Stage One – the Complaint

A formal complaint should be made in writing to the Chief Executive, and sent by email to info@yorlmltd.co.uk

If the complaint is about the Chief Executive, the matter will be passed to the YORLMC Board Chair for action.

The complaint should include the complainer's name and address, as well as the nature and date of the circumstances giving rise to the complaint.

Complaints will be logged on the complaints register, and the complainer should receive an acknowledgement within 5 working days of receipt of a complaint.

Stage Two - Investigation

All complaints will be dealt with by a Director to whom the Chief Executive has delegated the task of investigating the complaint. If necessary, they will speak to the complainer within 10 working days of receiving the written complaint.

Having been fully investigated, the Chief Executive or the Director who carried out the investigation will provide a written response to the complainer within 20 working days of having first received the complaint. Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and, if possible, a final date given for a conclusion to be reached.

Stage Three - Appeal

If the individual remains dissatisfied with the resolution of their complaint, they can appeal to the Board of YORLMC within 21 days working days of the date they are notified of the Company's decision. The appeal should be sent by email to the Medical Secretary info@yorlmltd.co.uk setting out the grounds of their appeal.

The Appeal will be acknowledged by email within 5 working days, and the matter put to the Board at its next meeting. Thereafter, the Board may either uphold the decision taken at Stage Two or amend it, and the complainer will then be informed in writing of the Board's decision, which will be final.

Anonymous complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information required to permit a proper investigation is not forthcoming.

Data protection

To process a complaint YORLMC Ltd will hold personal data provided by the complainer, and which other people may provide in response to the investigation of the complaint. YORLMC Ltd will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies, or allegations are made which involve the conduct of third parties.

YORLMC Ltd will normally destroy complaints files 10 years after the complaint has been closed.

A report of all complaints received, and their resolution, will be provided to each Board meeting. Wherever possible complaints will be used to improve and develop the responsiveness of YORLMC Ltd for the benefit of NHS GPs and practice teams across the areas of North Yorkshire & York and Bradford, Airedale, Wharfedale & Craven.

YORLMC Ltd sometimes receives complaints that relate to services provided by NHS organisations. If this happens, it will endeavour to signpost you to the organisation that can deal with your complaint.

Thank you for taking the time to read this. Please remember that all feedback we receive is valuable and gives YORLMC Ltd the opportunity to know how it is doing and where improvements can be made.

Date	Author	Document History
Feb 2021	Corporate Affairs Team, YORLMC Ltd	Approved by Board, YORLMC Ltd