**Complaints Procedure (Under Review)**

***Process***

If you are unhappy with any services you have received from OH Solutions, or any of our team members including admin, we would like to know about it as soon as possible. This is so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with Andrea Roskell in the first instance. All the contact details are below.

If you are not fully satisfied you can escalate your concerns to stage 2 by writing to The Complaints Manager, this will be given to someone outside our organisation who will look into the complaint and will investigate this further for you.

The Complaints Procedure for any of our services is

**Stage 1**

To start the formal Complaint Resolution Procedure you should write to:

Andrea Roskell. Director.

OH Solutions Ltd

Pine Cottage

Newton Hall Lane

Mobberley

WA16 7LA

Email: [andrearoskell@ohsolutions.org.uk](mailto:andrearoskell@ohsolutions.org.uk)

If you are not satisfied with the response, you can inform Andrea and then progress this to stage 2

**Stage 2**

To progress your complaint to stage 2 you should email The Complaints Manager

complaintsmanager@ohsolutions.org.uk

The Complaints Manager will consider your complaint and will send you an acknowledgement of your letter within three working days of receipt of your complaint. They will request a summary of the matters that remain outstanding that you wish to be investigated. You will be invited to attend a meeting at the start of Stage 2 in order to clarify the matters that remain outstanding and obtain a greater understanding of what you hope to achieve by escalating the complaint. The Complaint Manager will not have been involved in the matters that led to the complaint or the handling of the complaint at Stage 1.

The Complaint Manager will undertake a review of the documentation, any correspondence and the handling of and response to the complaint at Stage 1. If the review is still in progress after 20 days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every 20 days where a review is continuing. The Complaint Manager will write to you when the review is completed to confirm the outcome at Stage 2.

**This will be a final outcome.**

Unacceptable behaviour by complainants

At each stage of the complaints procedure, it might be deemed that a patient’s behaviour is unacceptable. We have a policy in place to handle unacceptable behaviour of complainants.