



## SENSIBLE LOCUMS LTD COMPLAINTS POLICY

All communication of dissatisfaction received by Sensible Locums Ltd is recorded as a complaint as detailed in our Quality Assurance Policy Manual. This includes communication of dissatisfaction from a client, temporary worker, a candidate seeking a permanent post, or a patient/client of our client. Corrective and preventative action resulting from analysis of the complaint will be reported to the customer. All corrective action is reviewed before implementation.

Written complaints will be acknowledged within twenty four hours of receipt. Details of any corrective action will be communicated to the customer in writing in a timely fashion within five days of receipt of the complaint. Should analysis of the complaint take longer than five days from the receipt of the complaint the customer will be advised in writing. Records of all complaints are kept in our quality records file and the complaint is also noted on the relevant individual/client file.

Details of complaints are monitored by our quality management representative to identify the effectiveness of our quality assurance policy and identify any patterns or trends so that improvement to our service can be implemented.

In the event that any persons involved in a complaint remains unsatisfied with the outcome of action taken or is unsatisfied with the manner in which the complaint was handled please write directly to the Director of Sensible Locums Ltd;

Stefan Kyriakides, Sensible Locums Ltd, Castle House, 21 Station Road, New Barnet, Herts, EN5 1PL.