	Document No.: 005 Version: 1 Implementation date: 30 April 2025 Review date: 30 April 2027
Complaints Policy	

1 Purpose

This document is to ensure the effective procedures are implemented when a complaint occurs from either an organisational member or member of the public while in the delivery of our medical service or receiving patient care from our members. CRITICAL is committed to delivering the highest standard of emergency medical services. We value feedback from our members, patients, their families, and the public as it helps us to continually refine and improve our operations

2 Responsibilities

Responsibilities	Personnel Responsible
Implementation of this Policy	All staff and volunteers in CRITICAL
Approval of this Policy	CEO
Maintenance of this Policy	Head of Operations

3 Aims & Objectives


To ensure that complaints are resolved effectively and with the least amount of inconvenience to the complainant.

To establish trust and confidence in our complaints process by ensuring that all complaints are handled in a transparent and equitable manner.

4 Scope

1. Making a Complaint:


- **Accessibility:** We ensure that our complaints process is easily accessible to everyone, prominently displayed on our website, in our vehicles, and at our facilities
- **Support:** We provide comprehensive support for individuals making complaints, including those with special needs, ensuring that everyone has the opportunity to voice their concerns

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2. Complaints Procedure:

- Initial Assessment: Upon receiving a complaint, an initial assessment will be conducted to determine the urgency and severity of the issue
- All complaints must be made in writing using the formal complaints procedure template which is on the CRITICAL website
- All completed complaints forms must be sent to the CRITICAL Head of Operations through the CRITICAL website
- Investigation: A designated Complaints Officer will be responsible for conducting a thorough and impartial investigation, ensuring that all relevant facts are considered
- All documentation will be gathered which is relevant to the complaint. Following the initial assessment a decision may be made to interview witnesses or other individuals who were involved in the incident
- We will acknowledge receipt of a complaint in writing within five working days and may seek additional information from the complainant, if required
- Resolution: We aim to resolve all complaints within a 30-day period. Complex cases that require extended investigation will be communicated to the complainant with an estimated resolution timeline
- Final Response: A final response, including a summary of the findings and any actions taken, will be provided to the complainant.
- Appeal: If the complainant is dissatisfied with the outcome, they may decide to make an appeal on the decision to the CEO of CRITICAL. The CEO will review the complaint and all the relevant data and may decide to add further support to the review team if the complaint is complicated. The CEO will make a final decision on the appeal within 14 days of the lodging of the appeal by the complainant. A written communication will be sent to the complainant.

3. Confidentiality:

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- Privacy: We treat all complaints with the highest level of confidentiality and discretion, ensuring that personal information is protected throughout the process

4. Staff Training:

- Role-Specific Training: Staff will receive role-specific training on handling complaints, focusing on empathy, active listening, and effective resolution techniques

5. Monitoring and Reporting:

- Quality Improvement: The outcomes of complaints will be used as a tool for quality improvement, with findings reported to the management team and used to inform service enhancements

6. Review:

- Continuous Policy Improvement: This policy will be reviewed regularly to ensure it remains current and reflective of best practices in complaints handling

6 Abbreviations

CEO Chief Executive Officer