

# INPHASE

## Complaints Policy & Procedure



Date Approved: 29/3/2022  
Review Date: 29/3/2024

Effective Date:	March 2022
Review Date:	March 2024

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## **General Statement**

InPhase Mobile MRI Services Ltd is committed to providing a high quality, transparent and accessible service to everyone we deal with. In order to do this, we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible.

We handle any expression of dissatisfaction with our service, which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

## **Scope**

This policy and its procedures apply to all who use the services of In Phase MRI Ltd

## **What Is a Complaint?**

A complaint is an expression of dissatisfaction, whether justified or not.

### **Our policy covers complaints about:**

- the standard of service you should expect from us.
- the behaviour of our staff in delivering that service.
- any action, or lack of action, by our staff or others engaged on Company business.
- Sexual safety (this includes allegations of sexual harassment and sexual assault)

We refer to these complaints as "service complaints".

### **Our complaints policy does not cover:**

- comments about our policies or policy decisions
- dissatisfaction or complaints expressed with our policies or decisions about individual cases, funding, or requests for legal advice and assistance.
- matters that have already been fully investigated through this complaint's procedure.
- anonymous complaints

We refer to these types of comments or complaints as "non-service complaints". These are handled differently, as set out in the "Comments and Non-service complaints" section on page 10.

## **Our Standards for Handling Complaints**

- We can receive complaints by letter or email, or alternatively if required by virtue of reasonable adjustments. We treat all complaints seriously.
- You can expect to be treated with courtesy, respect, and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect, and fairness.
- We will treat your complaint in confidence within the company.
- We will deal with your service complaint promptly. We will acknowledge receipt of a written complaint within five working days where we have a return address, and you can expect to have a full reply within 20 working days. In a few cases we will not be able to send a full reply within 20 working days of receipt, for example if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.
- We will not treat you less favourably than anyone else because of your:
  - sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
  - sexual orientation
  - colour or race: this includes ethnic or national origin or nationality.
  - disability
  - religious or political beliefs, or trade union affiliation
  - Any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

## **Third Party Reporting**

Complainants may wish to have a third-party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. For example, third parties may include:

- advice organisations
- professionals such as social workers, community psychiatric nurses or doctors, solicitors
- family members or friends

Where a third party is helping a complainant with a particular complaint, we need written consent to that effect. Where we have this authority, we will endeavour to take all possible steps to keep the third party informed of progress on the complaint.

We do not need written consent if an MP or elected Councillor is helping a constituent with a complaint, and we can disclose information to them in response to their enquiries.

Also, some lawyers and attorneys are legally empowered in certain circumstances to act on behalf of a complainant, and consent to disclose information is not required.

### **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Regulation 2018, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory, legal or parliamentary obligations placed on the company.

### **How to Complain**

If you wish to make a complaint, you can do so by

- e-mail
- letter

If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

- telephone (one of our officers will help you by writing out your complaint)
- asking a member of staff to help you in writing out your complaint

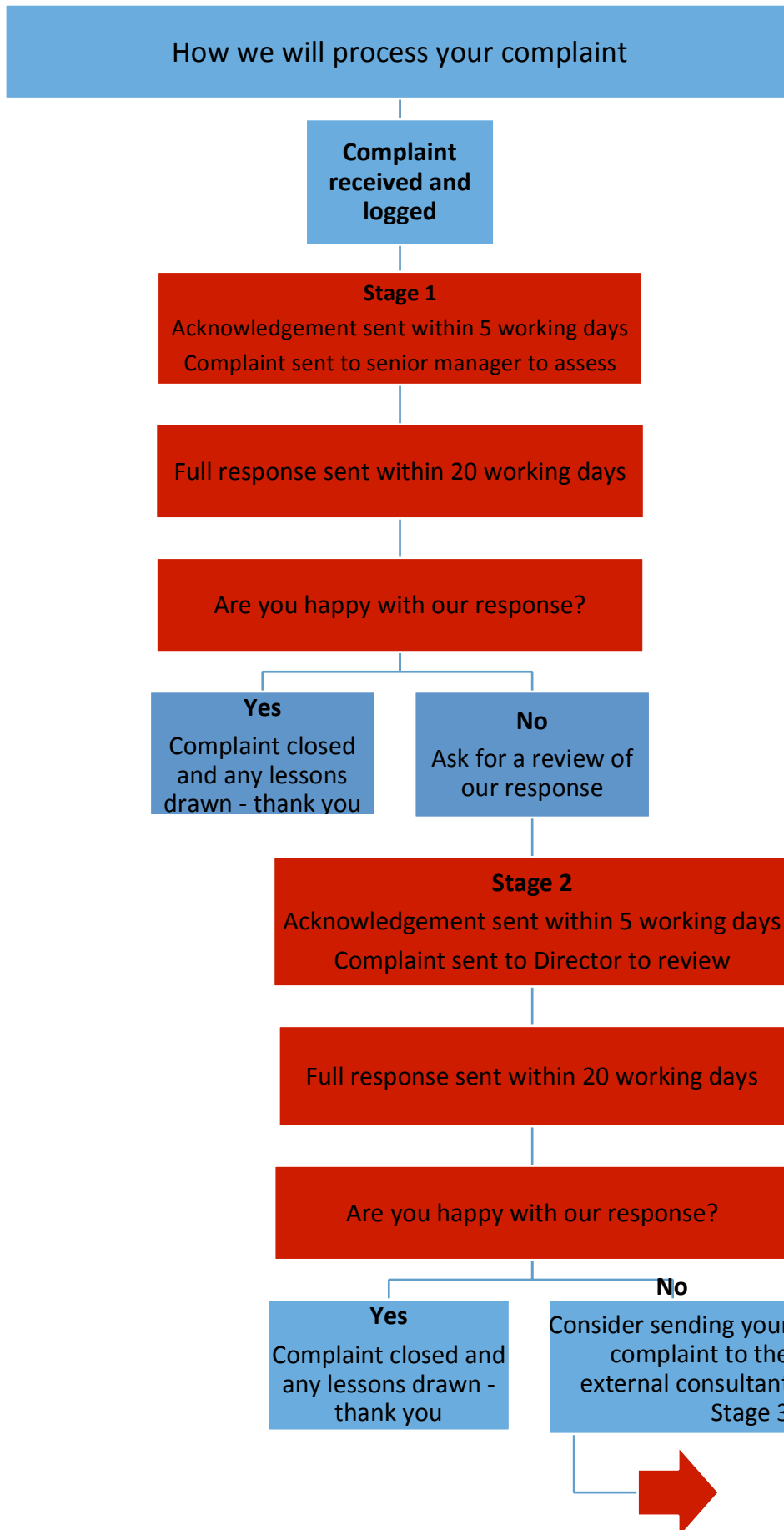
Contact Details:

InPhase Mobile MRI Services Ltd  
Andy Cross,  
6 Cairns Walk,  
Ripponden,  
Halifax,  
HX6 4JR

Telephone: 07895 576452

Email: [ENQUIRIES@INPHASEMRI.CO.UK](mailto:ENQUIRIES@INPHASEMRI.CO.UK)

If you require different adjustments, let us know and we will try and put those arrangements in place where we can.



## **Service Complaints Procedure**

We have three-stage service complaints handling procedure, explained below. At each stage, it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

Our head office is responsible for managing the handling of service complaints including notifying you of the outcome.

### **Stage 1**

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. Upon receipt of your complaint, we will contact the Compliance Manager and ask them to respond to your complaint. This includes any service complaints about our former services where we still retain relevant information.

### **Stage 2**

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by the Managing Director. Your request together with all subsequent correspondence relating to it should be sent to our head office, who will forward your request to the Managing Director to be reviewed.

### **Stage 3**

We employ an external governance consultant who will review any complaints. He is independent to the company and is totally impartial.

If you require stage 3, your details will be passed to the consultant who will contact you in your preferred way.

### ***If you are still dissatisfied***

For NHS Patients:

If having followed the three internal stages of our service complaints procedure and you remain dissatisfied, if you are an NHS patient you can ask to have your complaint reviewed by the Health Service Ombudsman who is independent of In Phase MRI Ltd. The Ombudsman will assess whether there is evidence of service failure or maladministration on our part. You have a maximum of **28 days** from the date of In Phase MRI Ltd.'s final response to register a complaint with the Ombudsman.

**Telephone 08450154033**

<http://www.ombudsman.org.uk/>

## **Timescales**

Our timescales for handling a complaint comply with guidance issued by the CQC.

### **Stage 1**

We will acknowledge complaints within 5 working days of receiving each complaint.  
We will send a full response within 20 working days of receiving each complaint.

If you make a complaint in person to a member of our staff (at an event or meeting), we will record your complaint in writing within 3 working days, and acknowledge it within 5 working days thereafter. We will then deal with your complaint in accordance with our policy for written complaints.

### **Stage 2**

We will acknowledge complaints within 5 working days of receiving each complaint.  
We will send a full response within 20 working days of receiving each complaint.

### **Stage 3**

We will respond within 20 working days of receipt by the consultant.

## **Extending time limits**

We aim to complete our investigation into all complaints received about our service within the timescales set out above. However, in a limited number of cases - for example, if a complaint is very complex or requires further breakdown, it may be necessary to extend the time limit to ensure we have all the information necessary to deal with it. If this is the case, we will keep you informed of progress with the investigation, the reasons for the delay, and inform you of next steps.

## **Remedies**

When we get things wrong, we will act to:

- accept responsibility and apologise
- explain what went wrong and why, and
- put things right by making any changes required
- learn lessons from mistakes and change policies and practices where proportionate and sensible to do so

The action we take to put matters right (i.e. redress) in response to a service complaint can include any combination of the remedies set out in the list below. The general principle we follow is that complainants should, so far as possible, be put in the position they would have been in, had things not gone wrong.

The remedy applied needs to be proportionate and appropriate to the failure in service, and take into account what redress people seek when they complain. An apology is generally the most appropriate action, but other action may also be necessary in some circumstances.

## **List of remedies**



- A full apology, explaining what happened and/or what went wrong. (an apology is not an acceptance of liability under Section 2 of the Compensation Act 2006)
- Remedial action, which may include reviewing or changing a decision of the service given to an individual complainant
- Provide the service required in first instance (immediately, if appropriate)
- Putting things right (for example a change of procedure to prevent future difficulties of a similar kind, either for the complainant or others)
- Training or supervising staff; or a combination of both

## Recording complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

We value your feedback and expect to use it to help us to:

- get things right in the future if we have not done so already
- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is only processed and retained appropriately and legally, in line with data protection legislation.

If you are unable to contact us in writing as above, and require a reasonable adjustment because you are a disabled person, please contact us via

**Telephone 07895 576452**

## Reasonable Adjustments and Alternative Formats

In Phase MRI Ltd is committed to equal opportunities and our aim is to make our corporate complaints policy easy to use and accessible to all of our customers. We will take reasonable steps to accommodate any reasonable adjustments you may have to enable you to access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require.

## Comments and Non-Service Complaints

Quality of service is an important measure for us of our effectiveness. Learning from complaints, including non-service complaints (complaints not covered by this policy), is a powerful way of helping continuous improvement at the company and enable us to better deliver to our values and standards. ***All non-service complaints will be looked at by a responsible manager, and a response, if required, sent to you directly within 20 working days where possible. Non-service complaints should be sent to head office.***

As well as learning from your complaints we are also interested in ideas you may have on how we might do things better. We would also like you to tell us when we do things well.

Your comments will be passed on to the relevant manager and we will use them to help improve our service and the way we do things. You can make your comments by contacting any members of our staff, or you can e-mail

enquiries@inphasemri.co.uk

### **Complaints Received Through our Customers/Service Partners**

If a complaint is received directly to InPhase Mobile MRI Services Ltd regarding the service we provide on behalf of any customer/service partner, the Compliance Manager will deal with the complaint as above.

If a complaint about our service is received through our customers/service partners, the customer/service partner will lead the complaint and In Phase MRI Ltd will investigate as above and send the report/statements required to the customer/service partner within the timescales as above. If the complaint requires further investigation due to its seriousness, the investigation will be reviewed by the external governance consultant.

### **Change Control**

Client Signature Collection	Effective Date	Significant Changes	Previous Policy Number
V1		Initial Version	New Policy