



Making a Complaint

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of services offered by Ozone Health Ltd that requires a response

Our Commitment

Ozone Health Ltd is committed to the highest possible standards of openness, probity and accountability.

Who does this policy apply to?

The policy applies to all employees, sub-contractors, and users of our services.

Making and receiving complaints

Complaints should be made in writing to our [registered office](#), or by email to support@ozonehealth.co.uk. Complaints can also be made over the telephone, however a follow up in writing will generally be required.

Complaints should be accurately recorded, and the person receiving the complaint should take all details including:

- Facts of the complaint
- Relationship of the complainant i.e. service user, member of the public etc.
- Time and date received
- Date and time event occurred (if relevant)
- Once a complaint has been received, an acknowledgment should be sent on to the complainant within 2 working days

The Support team will request the customer to submit the complaint by email, so as to have a written record. They will ask the customer to supply the following information:

- Site Code (Site Logging complaint)
- User affected (person who requested the complaint raised)
- User contact number (Preferred contact method for all complaints)
- User email address (Secondary contact method for all complaints)
- Date complaint received (The date the complaint was made on)
- Escalated (Has the issue been subjected to escalation)
- Priority (Low/Medium/High)
- Category (Product Incident/SLA/Communication/Knowledge)
- Summary (Short description of the issue)

Resolving Complaints, what we will do?

We will acknowledge the complaint within two working days and offer to discuss how the complaint will be dealt with, agreeing a way forward that would be helpful for the complainant.

This will include

- Clarification of issues
- What the desired outcome would be for resolving the complaint
- Agreeing/negotiating a timescale

When we investigate the complaint, we will aim to:

- Find out what happened and what went wrong
- Make it possible for the complainant to discuss the problem with those concerned, if they require this
- Ensure that we apologise, where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

Stage One - In many cases a complaint is best resolved by the person responsible for the issue or being complained about.

- On receiving the complaint, the details should be logged and the complaint should be handed on to an appropriate lead to coordinate the investigation, setting appropriate timescales for responses.
- Complaints should be acknowledged (within two days) and should contain information around when to expect a reply.
- Ideally, complainants should receive a definitive reply within 5 working days. If this is not possible due to lengthy or prolonged investigation, a progress report should be given every five days until a resolution or referral is made.
- The reply to the complainant should describe the action taken to investigate, the conclusion to the investigation, where appropriate an apology and any action taken as a result of the complaint.

Stage Two - If the complainant feels that the problem has not been satisfactorily resolved at stage one, they can request that the complaint is reviewed at Board level.

- The Board member nominated should investigate the facts of the case themselves or delegate a suitably senior person to do so.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The decision taken at this stage is final, unless the board decides that it is appropriate to seek external assistance with resolution.
- Should the complainant require further advice, they can be directed to the Information Assurance Team.

The primary goal of complaints handling is to enhance customer satisfaction by:

- Creating a customer-focused environment that is open to all forms of feedback
- Resolving any complaints or negative feedback received
- Providing effective communication and escalation
- Utilising feedback to improve products and services rendered

Monitoring and learning from complaints

This is a service users copy of the overall group Complaints Policy. A copy of Ozone Health Ltd's complete Complaints Policy is available from any of our team or through contacting us via email or at our registered address.

Complaints are reviewed by the board regularly and monitored for trends. Any learnings from complaints will be disseminated to the wider team where appropriate and where necessary changes to process made.