

**RECRUITING & CHECKING STAFF POLICY**

We hope the service you have received from us so far has been exemplary.
If not, please let us know!

Whilst we appreciate your role & value your skills, we must have a mutual understanding of what is expected from you, our candidate. Whilst you can rely on us being here for you all day and every day, we need to be absolutely certain that whilst you are working with our clients, you abide by their rules and do all you can to minimize the risk of complaints & grievances.

Should you be involved in such a situation, we must make you aware that in accordance with our disciplinary guidelines, a full investigation will take place. This may be in addition to action taken directly by the client. In turn, should you wish to lodge a complaint or grievance against a client of AcademicSupply's or indeed AcademicSupply itself or one of its members of staff, then our full complaints procedure will be available to you. Please rest assured that all issues will be fully investigated. In the first instance, you should log your complaint, in writing, as close as possible to the event concerned to:

By Email

Mr. Stephen Pilditch (Operational Director) s.pilditch@asrecruitmentltd.com

Or

Mr. Femi Awosile (Managing Director) o.awosile@asrecruitmentltd.com

By Post

2nd Floor, 145 - 147 St John Street, London EC1V 4PY

You will receive a response within 20 days.

Complaints Process

All dissatisfaction with AcademicSupply Recruitment services will, wherever possible, be addressed immediately. It is our intention of resolving the matter to resolve the complaint effectively and efficiently.

1. Informal Complaints

Ideally, informal complaints should be dealt with locally. The complainant should be advised to complete a feedback form, or if one is not available, to put the concern in writing or by email. In exceptional circumstances where this is not possible the person taking the complaint should complete the form on the complainant's behalf. Informal complaints from patients or members of the public may be verbal, however they should be encouraged to complete a feedback form in the first instance. If this is not practicable the person taking the complaint should complete the feedback form whilst they are in contact with the complainant, and the contents confirmed with them. All informal complaints should be examined by a manager of suitable seniority and the findings and any actions taken as a result communicated to the complainant. Should the complainant remain dissatisfied following the response then they should be advised that they

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have the right to make a formal complaint by putting it in writing to the Operational Director. All informal complaints will be recorded on the complaints management system.

2. Formal Complaints

Formal complaints from hospitals, individuals or trusts should be addressed to the Director. The Operations Director will acknowledge the complaint and allocate an investigating officer, not involved in the incident, who will be responsible for undertaking a full investigation into the matter. AcademicSupply will provide a written response, signed by the Operations Director (or in his or her absence on their behalf by their nominated deputy).

All formal complaints will be recorded on the complaints and incidents management system. If the complaint potentially raises serious concerns about the conduct or competence of a AcademicSupply employee, the investigating officer will consult with Human Resources and decide whether the member should not be placed, until the matter has been resolved. Under the national regulations for handling complaints in the NHS, complaints from patients and members of the public cannot be progressed whilst a disciplinary process is under way, and the Clinical Governance Advisor will ensure that they are informed of this. Where the complainant is dissatisfied with the response to their complaint, or the way it has been handled, the complainant may request that their complaint be reviewed. Should a complainant who represents an NHS body or who is an individual remain dissatisfied following this further review the Managing Director, will take an independent view on the matter and respond to the complainant within 15 working days. If at any time during the process the complainant indicates that they are looking for personal compensation or will be seeking legal proceedings against AcademicSupply the complaint process will be suspended and the case referred immediately to the Clinical Governance Advisor who will advise on the management of the case and, if appropriate, take advice from solicitors.

3. Timescales.

All informal complaints must be acknowledged within two working days of receipt. This acknowledgement may be verbal, written or as an e-mail. All formal complaints must be acknowledged within two working days of receipt. Formal complaints should be acknowledged in writing. Informal complaints should be sent a response in 15 working days. Formal complaints should be responded to in 15 working days. Where the above timescales cannot be met, the complainant should be informed of this in advance and be told when the response will be sent.

Stage one:

You should log your complaint, in writing, as close as possible to the time of the event concerned to either:

Stephen Pilditch, Operations Director

or

Femi Awosile, Managing Director

AcademicSupply Ltd

2nd Floor 145 - 147 St John Street, London EC1V 4PY

Stage two:

We will acknowledge your complaint within 2 days of receipt and we will respond to your complaint and aim to resolve fully within 15 calendar days.

**Stage three:**

If a suitable solution has not been met in this timeframe then we may request additional investigation by a relevant professional or Government organisation. These may be, but not limited to, the GMC, the NHS, the Police or the Home Office.

AcademicSupply Recruitment Ltd's appointed Senior Medical Advisor will be available for an investigation if there is a need; or, if there is an investigation leading on from claims of professional misconduct or malpractice on the part of the supplied medical locum.

If the complaint has been resolved, this will be notified to the trust, hospital or individual within 15 calendar days.