

## Complaints Handling Procedure

Physio-Link is committed to providing a high-quality level of service to each and every one of our clients. We pride ourselves on the close relationships we have with both our clients and expert panel, and we always strive to deliver these high standards. However, on the rare occasion that you may need further assistance if an issue arises, we need you to tell us about it.

Physio-Link takes any complaint against a member of staff, its service or its decisions very seriously. We want to ensure that the same issues do not occur again, and so we welcome comments and feedback that will enable us to improve our standards of customer service.

The formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently, and that they are resolved to the complainant's satisfaction.

### What is a complaint?

Any expression of dissatisfaction, whether oral or written, and whether justified or not.

If you wish to raise a complaint, please contact the Client Manager handling your case. In most instances they will be able to resolve the issue within the end of the next business day, with minimal delay and distress.

Alternatively, you can email **[physio-linkenq@premiermedical.co.uk](mailto:physio-linkenq@premiermedical.co.uk)**.

Where a complaint is raised which cannot be resolved within 24 hours, we will endeavour to deal with it promptly, effectively, and in a positive manner.

We will acknowledge the complaint within 24 hours of receipt and a named individual will deal with the complaint. We will investigate the complaint and send you a substantive response within 10 days. A final resolution will be agreed within 20 days from the receipt of complaint and we will let you know straight away if we are not able to meet the timetable, advising why and when we do expect to respond.

### Complaints from clients

Contractually, Physio-Link's relationship is with our Instructing Parties, not with the Claimant. The Claimant is represented by the Instructing Party in all matters relating to the case. MedChi are Data Processors. The Instructing Party is the Data Controller. Therefore, Claimants should be encouraged to raise any issues with their legal representative in the first instance.

Just as during the course of the case if a Claimant engages with us we are obliged to keep the Instructing Party informed, or refer back to the Instructing Party for instruction. Complaints are no different.

Any complaints received from the Claimant will therefore be referred to the Instructing Party.