

THE LMI GROUP
COMPLAINTS PROCEDURE

At The LMI Group we take complaints very seriously because we want all our customers to be happy with the service we provide. If a Customer makes a complaint, it is important to us that this is dealt with courteously and promptly so that the matter can be resolved as quickly as possible.

Our aim is to react to complaints in a way in which we would want our own complaint about a service to be handled, to learn from any mistakes we make and to respond to our customers concerns in a caring and sensitive way.

This policy sets out the procedures we will follow to ensure that we achieve these objectives.

We encourage our customers to give feedback and where they are unhappy, to make a complaint if we haven't met their expectations. We want to stress that this is important to us because it helps improve the service we provide. A Comments Box is provided in the Reception area to log their experience and any areas of concern.

Customers will not be discriminated against for making a complaint and it will not have a negative effect on any future dealings.

Where requested, advice and advocacy support will be provided to those who require it. Even if it is not requested, we may offer to arrange such assistance where it appears to us that this may be appropriate in the circumstances.

The person overall responsible for dealing with complaint will be the Manager. However, any customer wishing to make a complaint should not hesitate to raise the matter with any member of the team.

If the customer makes a verbal complaint, the member of the team they are speaking to will listen to them and if they are able immediately attempt to solve the problem. If this is not possible, or if the customer is asking for something that the member of team is not authorized to provide this must be passed on to the Manager. If not available, the customer will be told when there is a convenient time to contact them to resolve the matter. The member of the team must take brief details of complaint and pass them to the Manager.

We will acknowledge the complaint within 10 working days and provide a full response within 10 working days. If this is not possible for any reason, we will notify the customer, giving reasons for the delay and the likely period within the investigation will be completed.

The full response may initially be given at the meeting or by telephone if the patient prefers and confirmed in writing.

The LMI GROUP will keep proper and comprehensive records of any complaints we receive and any responses and action taken.

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COMPLAINTS LOG

Customer Name

Address

Contact Number

Complaint Received by

Person Handling Complaint

Date	Details of Complaint:
	Action Taken:
	Follow Up:
	Outcome: