

## Temporary Worker Complaints Policy

### Introduction

At Synergy Medical we value the comments and opinions of our flexible workers, Clients and the public. We welcome feedback so that we can continue to improve our service. The purpose of this guide is to explain how you, can give feedback on the service we provide, and how we will handle any complaints we may receive about our flexible workforce.

### Resolution

We also recognise that our service may not always meet your expectations, so here is how to let us know.

### Booking shifts or notifying availability through the Branch

If you have concerns about your Branch please ask to speak with the Branch Manager and they will do their best to resolve your concerns immediately.

### Payroll

If you have a query regarding timesheets or pay, please contact our payroll department on 0203 815 9020. If we have not been able to resolve the query to your satisfaction, then please ask to speak with one of our Payroll Managers.

### Training

If you are unhappy about any training session you are taking part in, we advise you to raise your concerns with the trainer or course tutor who will try to address your concerns before the end of the session. If your concern remains unresolved then please complete our online feedback form.

### Other Synergy Medical services and departments

If you have concerns about any of our other corporate services then please email the Operations Director – [Antonia.morton@synergymedicalrec.co.uk](mailto:Antonia.morton@synergymedicalrec.co.uk). Please note that we are only able to investigate complaints and concerns raised if they are relevant to the services we provide to you. Your local Synergy Medical Branch will be able to advise you on all issues covered by under the Synergy Medical Grievance Policy for Flexible Workers. This policy covers any complaints and concerns about other areas where we relate to you as an employee (particularly when you are on an assignment).

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### Making a complaint or reporting an incident

A complaint is an expression of dissatisfaction about the service Synergy Medical provides. If you have a complaint about the service Synergy Medical provides and it has not been resolved through any of the processes shown above, you should submit your complaint using the online feedback form.

All complaints received will be acknowledged electronically or in writing within two days of receipt and should be responded to by the appropriate Synergy Medical department within 25 working days.

An incident is any situation where a Synergy Medical flexible worker has, or could have been, directly and adversely affected whilst at work e.g. a needle stick injury or where a flexible worker has been subjected to violence or aggression from a patient.

If you have been involved in and/or affected by an incident whilst working for Synergy Medical you should ask the nurse in charge of the ward where the incident occurred to complete our online feedback form with the details of the incident.

Alternatively, you may complete and submit the form yourself. Information received about incidents will be responded to by a member of the local Synergy Medical team. If the incident could have an immediate impact on your health or well being then the appropriate Trust/Board policy should be followed, e.g. in the case of a needle stick injury report to A&E immediately.

### Complaints and your assignments

#### Complaints from Patients

All Trusts/Boards have a Patient Advisory and Liaison Service (PALS) who are available to advise any patient wishing to make a complaint about the care which they have received. PALS works with patients to resolve issues and advise on the local resources and procedures available. Should a patient wish to make a complaint about any aspect of the care they receive whilst you are on your assignment, then this must be handled through the Trust/Board's own complaints policy. In this situation you should speak with your supervisor so that they can initiate the local complaints procedure.

#### If you are the subject of a complaint

If a patient or visitor makes a complaint about you, this will be handled through the complaints procedure of the Trust/Board in which you were on assignment at the time. Synergy Medical will support you and work in partnership with the Trust/Board to resolve the matter in an open and honest manner and as quickly as possible. If the Trust/Board has concerns about the standard of your work or any other aspect of your assignment, they should raise this with you personally first. If the Trust/Board makes a complaint to Synergy

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Medical about you, you will be informed and fully involved in our investigation of the complaint and in what action may be needed to resolve it.

### Concerns about your assignment

If you are concerned with how you have been treated during your assignment, or an aspect of care or working practice you have observed, then you should discuss your concerns with your supervisor during the assignment. If you feel you cannot do this, then you should discuss the concern with a member of your local Synergy Medical team.

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