

# Complaints Procedure

Date: March 2022

## Complaints procedure

MedCo is committed to delivering a first class service to all of its users and welcomes both positive and negative feedback on how it is performing.

If you are unhappy with any aspect of the service provided, MedCo would like to hear about this. This document explains how to complain and how your complaint will be handled.

If you wish to complain or provide feedback in relation to registered users of the MedCo service please use the feedback form, which can be found [here](#), and provide as much detail as possible. This will then be directed to the appropriate MedCo sub-committee which will liaise with you to resolve the matter.

All other complaints will be handled as detailed below.

### **How to Complain:**

To make a complaint, you can contact MedCo by:

- Emailing [enquiries@medco.org.uk](mailto:enquiries@medco.org.uk)
- Calling MedCo's helpdesk on 0345 165 2811
- Writing to MedCo, Suite 44, Shenley Pavilions, Chalkdell Drive, Shenley Wood, Milton Keynes, Bucks, MK5 6LB

### **Service standards**

- If you choose to put your complaint in writing, this will be acknowledged by email within 2 working days of receipt and passed to the relevant person for investigation and resolution. MedCo aims to resolve all complaints satisfactorily by email within 10 working days of receipt.  
If the complaint cannot be resolved within 10 working days, MedCo will provide you with an update on progress.
- If you call to raise an issue, MedCo will endeavour to resolve the matter there and then. If you are happy with the resolution reached, your call will be noted, and no further action taken.  
If this is not possible, full details will be taken and passed to a member of the team for investigation. Your complaint will be acknowledged within 2 working days of receipt and MedCo will aim to resolve this with 10 working days.

If the complaint cannot be resolved within 10 working days, MedCo will provide you with an update on progress.

### **Escalation**

If you remain dissatisfied with the outcome of your complaint you can ask for your complaint to be escalated. You should explain why you remain unhappy and are asking for the matter to be escalated.

Your complaint escalation will be acknowledged within 2 working days of receipt and a response will be provided within 20 working days. If for any reason this is not possible, an interim response will be provided.

### **Logging and tracking of complaints**

All complaints are logged upon receipt and are tracked through to resolution. Complaints data is reviewed to help improve the service provided.