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## **Complaints Handling Policy**

### **1. Introduction:**

We Care 24x7 Ltd ("We Care," "the Company," "we," "us," or "our") is committed to providing high-quality services to our clients and maintaining positive relationships with our healthcare professionals. We recognize that concerns and complaints may arise, and we are dedicated to addressing them promptly and fairly. This Complaints Handling Policy outlines the procedures for lodging, investigating, and resolving complaints.

### **2. Objectives:**

The objectives of this policy are:

- To encourage the prompt reporting of concerns or complaints.
- To ensure complaints are handled fairly, consistently, and in a timely manner.
- To identify areas for improvement in our services based on feedback.

### **3. Definition of a Complaint:**

A complaint is defined as an expression of dissatisfaction with the services provided by We Care 24x7 Ltd, including interactions with our staff, the quality of healthcare professionals supplied, or any other aspect of our operations.

### **4. Lodging a Complaint:**

Clients, healthcare professionals, or other stakeholders can lodge a complaint through the following channels:

- Verbal complaints: By contacting our dedicated complaints line at **020398 37655**.
- Written complaints: By submitting a written complaint email address **[info@wecare24x7.co.uk](mailto:info@wecare24x7.co.uk)**

### **5. Complaints Handling Process:**

Upon receipt of a complaint, We Care 24x7 Ltd will follow these steps:

- Acknowledgment: We will acknowledge the complaint promptly, typically within [insert timeframe].
- Investigation: An investigation will be conducted to gather relevant information and assess the validity of the complaint.

- Resolution: We will aim to resolve the complaint in a fair and reasonable manner, taking appropriate corrective action if necessary.
- Communication: The complainant will be kept informed of the progress of the investigation and notified of the outcome.

#### **6. Escalation Procedure:**

If the complainant is not satisfied with the resolution, they may escalate the matter by contacting 07751176070 manager or supervisor.

#### **7. Records and Documentation:**

All complaints and their resolutions will be documented and retained for a minimum period of 24hrs in accordance with applicable laws.

#### **8. Continuous Improvement:**

We Care 24x7 Ltd is committed to learning from complaints to improve our services and prevent the recurrence of similar issues. Trends and patterns in complaints will be analysed to identify areas for enhancement.

#### **9. Confidentiality:**

Complaints will be treated with the utmost confidentiality. Information related to complaints will only be shared with individuals involved in the investigation and resolution process.

#### **10. Compliance with Laws:**

This policy is designed to comply with all applicable laws and regulations governing complaints handling.

#### **11. Policy Review:**

This policy is subject to periodic review to ensure its effectiveness and compliance with evolving requirements.

#### **12. Contact Information:**

For questions or concerns regarding this Complaints Handling Policy, please contact our Customer Service Department at **020398 37655**.

#### **13. Changes to the Policy:**

We may update this policy from time to time. Any changes will be communicated to stakeholders and reflected in the policy's effective date.

