

Overseas Healthcare Services

Complaints policy

1. Purpose

This document is an appendix to the NHS Business Services Authority (NHSBSA) complaints handling policy and procedure. Overseas Healthcare Services (OHS) handles stages of the formal complaints process differently to other services at the NHSBSA. This procedure details the complaints process for OHS.

2. Informal complaint

In most cases, complaints will be managed on an informal basis in the first instance. This is intended to provide you with a quick, amicable and satisfactory resolution.

2.1 Review request

Where we have been unable to resolve your concerns, you can request for your case to be reviewed by an OHS Assurance Caseworker. To request a review, the NHSBSA Customer Resolutions Team can forward your complaint to a caseworker, or you can email nhsbsa.ohscomplaints@nhs.net.

To ensure your complaint can be handled promptly you should provide:

- your OHS reference number (if known)
- your full name and date of birth
- the email or postal address where the reply should be sent
- the reason for the complaint or request for review of the decision
- any supporting information you wish to have included in your review or complaint
- a signed declaration by the applicant, medical evidence or Power of Attorney if you are a third party writing on behalf of an applicant.

We aim to resolve informal complaints within 10 working days. Where this needs to be extended, for example where your complaint is complex, we will write to you with a revised date and keep you updated on a regular and consistent basis.

2.2 Written complaint

You can send a written complaint to OHS by post or email. This will be addressed by an Assurance Caseworker who will review your complaint, taking into consideration any supporting information you have provided.

An OHS Assurance Caseworker will aim to resolve your case and respond in writing within 10 working days of receipt of your complaint, other than in exceptional circumstances

when you will be given a revised date. The response will be issued in the same format as your complaint (email or post), unless requested otherwise.

The response will provide:

- the name of the person who is reviewing your case
- a review of the information and response provided during the review (if applicable)
- the outcome of the review
- an explanation of the decision and whether the original decision has been overturned or upheld (if applicable).

3. Formal complaint – Stage 1

Where attempts at local resolution have been exhausted and you remain dissatisfied with the outcome of your complaint, you can make a formal complaint by letter or email which will be addressed by the OHS Head of Service.

Following receipt of a formal complaint, we will acknowledge this in writing within three working days. This will include a summary of the complaint. You will then have the opportunity to add any further information you consider to be relevant within seven working days of the acknowledgement being issued. If no response is received, your complaint will be progressed based on the summary provided in our acknowledgement.

An investigation will be carried out on behalf of the Head of Service by a senior member of staff and an Assurance Caseworker independent of the issue.

The Head of Service will review the investigation outcomes and will issue a written response to your complaint within 25 working days of receiving of your complaint. You will be informed if it is not possible to provide a response within 25 working days and a revised date will be set. The response will address the issues raised and notify you of the review process should you remain dissatisfied.

4. Formal complaint – Stage 2

If you remain dissatisfied, you can appeal to the NHSBSA Chief Executive (CEO). The opportunity for review will be made clear in the response at Stage 1. You must request this review in writing to OHS within 90 calendar days of the Stage 1 response being issued.

The CEO will acknowledge your Stage 2 complaint no later than three working days after the day the appeal to the CEO is received.

The CEO will allocate the complaint to a senior member of staff, independent of the issue, who will investigate the complaint and report back their findings. The CEO will review the process followed when investigating and responding to your original complaint to ensure it was handled correctly and in line with OHS policies and procedures. The review is unlikely to re-investigate the whole complaint unless it is deemed necessary.

The CEO will respond within 15 working days from the date of receipt, however should your complaint require more time to review, the timescale may be extended. You will be contacted with a revised timeframe if the original timeframe cannot be met. The final letter from the CEO will also detail other options available for redress should you remain dissatisfied, such as the Parliamentary and Health Service Ombudsman.