

Policy title:	Complaints Policy – Northern Ireland
Outcome:	TXM Healthcare Ltd endeavours that the services and candidates provided will minimise the risks of complaints arising. TXM Healthcare Ltd will ensure that complaints are handled in a manner that is fair, objective, and truth oriented.
Target Audience:	All TXM members meaning TXM Healthcare staff, whether employed full-time or part-time, paid, or unpaid, granted practising privileges, volunteers, students, and external contractors. This may also be provided to clients, service users, and members of the public.
Authorised by:	Ciaran Maynes - Registered Manager TXM Healthcare Ltd
Approved by:	Ciaran Maynes - Registered Manager TXM Healthcare Ltd
Date issued:	22 August 2023
Next review date:	22 August 2024 (Or before if there is a change in practice or circumstances)

Policy Statement

TXM Healthcare values the opinion and feedback of its employees, workers, nurses, and clients and is committed to improving service quality and resolving issues raised in response to feedback, suggestions, complaints, or service issues.

We believe that our customer service is what differentiates us from our competitors, and as such we are continuously seeking ways to improve the service that we give to both our clients and nurses.

Our complaints procedure meets the requirements of The Nursing Agencies Regulations (Northern Ireland) 2005 (Regulation 19), the HPSS Complaints Procedure, and is in accordance with relevant legislation and DHSSPS guidance. Our complaints procedure is also in alignment with the Representations Procedure (Children) Regulations (NI) 1996. We will also cooperate with any complaint investigation carried out by our clients and any regulatory bodies in the geographies that we supply. Where required, a summary of all complaints, outcomes, and actions taken will be made available to the RQIA and information from complaints will be used to continuously improve the quality of our services.

Scope Of the Policy

This policy applies to complaints relating to all aspects of the company's service, policies, and procedures as well as clinical complaints. All employees are required to comply with this policy when dealing with complaints (and if required complaint escalation) irrespective of whether they are raised by a customer, nurse, worker, or another 3rd party. Our complaints procedure is open and accessible to all and as such is publicised to all clients and nurses (in a range of formats if required).

Response Times for All Complaints

Response times for all complaints will be as follows:

- Acknowledgement of complaint immediately if possible, and always within 2 business days of receipt.
- Investigation will commence immediately with an assessment of the situation and contact with all individuals involved.
- Interviews will be held within 48 working hours unless there are extenuating circumstances.
- A response will be made to the complainant within 48 hours of completing the interviews. We will take all reasonable and practicable steps to resolve the complaint within 10 business days of its receipt unless the nature of the complaint requires additional
- investigation or action by an appropriate third party in which case the complaint will be made good or resolved as soon as possible thereafter.

The Complainant will be kept informed of any delays should it not be possible to meet the above timescales. In all cases, we will inform the Complainant of the action to be taken in response to the complaint within 28 days.

We will provide the RQIA with an annual statement containing a summary of any complaints made in the preceding 12 months and the actions taken in response to these.

Operational Complaints Procedure

Although the bulk of service issues are raised and dealt with operationally on a day-to-day basis, there may be occasions when a particular issue needs to be raised and handled formally.

We operate an open and accessible operational structure, ensuring that the Directors are available when required to all parties. This structure allows decisions requiring executive-level input to take place quickly and efficiently, streamlining the service to our clients and nurses.

All complaints and service issues will be thoroughly investigated and documented by all parties involved. Clear and accurate communication is central to effective resolution.

All operational complaints should be made in writing or by telephone to:

Name & Job Title: Matthew Maple, Commercial Director
Telephone No: 01908 326 400 (24hr line)
Email Address: Matthew.Maple@txmhealthcare.co.uk
Postal Address: TXM Healthcare Head Office, Walnut House, Blackhill Drive, Wolverton Mill, Milton Keynes, MK125TS
Via Website: <https://www.txmhealthcare.co.uk/report-a-concern/>

Information will be requested regarding who is making the complaint together with the nature of the complaint. The person making the complaint will be asked to provide TXM Healthcare with all necessary information surrounding the complaint in order for us to undertake a full investigation subject to the restrictions imposed by data protection legislation/GDPR. This information will be recorded in our complaints register.

We will investigate the complaint and interview relevant parties as appropriate. Written statements will be obtained from those interviewed and a summary report will be written. Action to resolve the complaint will be detailed, and where appropriate, incorporated as part of our standard processes and procedures to prevent re-occurrence and improve service.

During the complaint's resolution process, we will ensure that the Complainant is kept abreast of progress in making good or resolving the complaint in writing and all communication will be recorded. On resolution, details of the complaint, the agreed resolution, and actions/procedures put in place to prevent recurrence will be provided to all parties in writing.

Clinical Complaints Procedure

We are committed to ensuring the safety and well-being of patients and as such have a procedure that enables customers, healthcare workers, suppliers, company employees, and patients to raise clinical complaints in respect of:

- The behaviour, competence, or performance of a nurse.
- A concern relating to a nurse's registered status, experience, background, or training.
- An allegation of abuse or neglect.
- Breaches of relevant codes of conduct (including those of the NMC and client organisations).
- A specific incident that has (or could have) resulted in harm to a patient.
- A safeguarding/adult or child protection issue.
- Any other clinical concern (raised by a worker or employee within a clinical environment).

Our Clinical Complaints procedure operates in accordance with NHS and NHS Litigation Authority Risk Standards.

Nurses are advised of their obligations to report any complaint made by a patient, the client, or a co-worker to us and to a senior person in the department in which they are working.

We have assigned a single point of contact to ensure that clinical complaints are dealt with quickly and thoroughly. Clinical complaints should be made in writing or by telephone and then followed up in writing to the Registered Manager at:

Name & Job Title: Ciaran Maynes, Registered Manager
Telephone No: 01908 326 400 (24hr line)
Email Address: RM@txmhealthcare.co.uk
Postal Address: TXM Healthcare, Clockwise, 46-48 High Street, Belfast BT1 2BE

Receipt of the complaint will be acknowledged immediately pending investigation.

Information will be requested regarding who is making the complaint together with the nature of the complaint. We will request details of

- The background of the issue.
- The name(s) of the individuals involved.
- Specifics relating to dates, times, and locations where the incident(s) took place.
- Witnesses to the incident(s).

The Registered Manager will ensure that the customer is notified immediately, and where appropriate, the RQIA, relevant Professional/Regulatory Body, and Police may also need to be notified to aid our investigation and comply with our legal and best practice obligations.

The Registered Manager will investigate the complaint and interview individual parties as appropriate including the complainant and nurse about whom the complaint is being made. The nurse will be fully informed of the complaint(s) relating to him/her and will receive a written copy of the complaint (unless it is inappropriate to do so e.g. if the complaint relates to adult support and

protection). 'NB* Should the complaint be related to an adult safeguarding issue; NO interview of the nurse will take place until direction has been given by the appropriate Adult Safeguarding Team.'

The Registered Manager will review all supporting information that we hold on the nurse e.g. details of the employment checks undertaken, their work history including any previous assignments with us and end-of-assignment references, details of their work performance from previous clients (if they have worked for us before), and any previous issues or concerns that have been raised about the individual.

Depending on the nature of the complaint, the nurse may be suspended pending investigation. This decision will be made in conjunction with all relevant parties.

During the complaints resolution process, we will ensure that the complainant, the customer, and the nurse(s) concerned (where appropriate) are kept abreast of progress in making good or resolving the complaint.

Following the full investigation of the complaint, the complainant will be given the opportunity for feedback on the report compiled and any resolutions/actions reached as a result of the initial complaint. Any feedback received, which must be in written format, be it satisfied or dissatisfied, will be documented and held in accordance with Data Protection Act and GDPR regulations and recorded in our Regulation 20 monthly monitoring reports as per HSSPS Nursing Agency Minimum Standards 2008.

Action/s to resolve the complaint will be documented and shared with all parties. This may include reinstatement of the nurse to termination of the assignment and exclusion from future work with us. All parties will receive a written copy of the outcome of the complaint and details of the resolution.

If the complaint relates to malpractice, adult/child protection, or an event that requires notification (i.e. where we believe that patients or staff may be at risk of harm from inadequate or unsafe clinical practice or inappropriate behaviour or there is a risk that an individual may pose a threat to patients or staff because their conduct compromises the effective function of a team or service), we will provide a written report to the RQIA, NMC and if appropriate the Police.

TXM Healthcare Complaints Escalation Process

Should the complainant be dissatisfied with any aspect of the handling of their complaint or the outcome they should contact the Managing Director/Responsible Person, by outlining the details in full, to:

Daniel Limby
TXM Healthcare Ltd
Walnut House, Blackhill Drive, Wolverton Mill, Milton Keynes, MK125TS

The complaint will then be investigated by the Managing Director/Responsible Person, who will propose a course of action. The Managing Director will continue to review the outcome of the complaint at agreed times for a minimum period of 12 months.

Escalating Complaints to Regulatory Authorities in Northern Ireland

As a registered nursing agency, we are regulated by The Regulation and Quality Improvement Authority (RQIA) for our operations in Northern Ireland.

The RQIA is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland and encouraging improvements in the quality of those services. The RQIA does not investigate complaints but can be contacted for advice or signposting at:

The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA
02895361111
Email: info@rqia.org.uk
Website: <https://www.rqia.org.uk/>

If you wish to make a complaint/raise a concern or are dissatisfied with a service, you can get practical support to help you make a complaint from the Patient and Client Council. You can contact a patient and client support officer at:

Patient & Client Council

TXM HEALTHCARE COMPLAINTS PROCEDURE NORTHERN IRELAND



5th Floor
14-16 Great Victoria Street
Belfast
BT2 7BA
Patient Tel: 0800 917 0222
Email: complaints.pcc@hscni.net
Website: <https://patientclientcouncil.hscni.net/>

If you remain dissatisfied, you can then bring your concerns to the Northern Ireland Public Service Ombudsman at:

Progressive House
33 Wellington Place
Belfast
BT1 6HN
Tel: 02890 233821
Freephone: 0800 343424
Email: nipso@nipso.org.uk
Website: <https://nipso.org.uk/nipso/>.

If a complaint relates to abuse, exploitation, or neglect, then the Regional Safeguarding Vulnerable Adults Policy and Procedural Guidance and the associated Protocol for Joint Investigation of Alleged or Suspected Cases of Abuse of Vulnerable Adults will be activated. Where immediate danger exists or the situation warrants immediate action, we will ensure any necessary medical assistance has been sought and refer the situation immediately to HSC Adult Protection Gateway or PSNI.

Escalation To the Rec

In the event that the response to a complaint relating to professional standards provided by TXM Healthcare is unsatisfactory, a letter may be addressed to the Recruitment & Employment Confederation (REC), outlining the details in full to:

The Professional Standards Manager
Recruitment and Employment Confederation (REC)
Dorset House
First Floor, 27-45 Stamford Street
London
SE1 9NT

The complaint will then be investigated under the REC complaints and disciplinary procedure. This procedure can be obtained by visiting www.rec.uk.com.

Escalation To the NMC

Whilst TXM Healthcare will report complaints relating to malpractice, adult/child protection, or an event that requires notification, complaints of this nature can also be raised by colleagues, patients, or members of the public directly. Anyone can raise a concern if they feel the safety of patients, or the public is at risk. It then becomes their duty as a regulator to decide whether the nurse is fit to practice.

The NMC has its own complaints procedure that can be found on its website at www.nmc.org.uk.

Recording, Review & Analysis

A written log of all complaints will be maintained including details of each individual complaint, the actions taken to resolve it, and the outcome. We will also conduct complaints analysis on a quarterly and annual basis to identify any trends or patterns and where appropriate make changes to our standard processes to prevent re-occurrence and improve service as part of our Quality Assurance system. This will also form part of management reporting and will be an agenda point for discussion at review meetings.

Review

This procedure will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.

Policy Ownership

Ciaran Maynes

Ciaran Maynes
TXM Healthcare Registered Manager
Date of Issue: 22 August 2023
Next Review Date: 22 August 2024