



To submit a complaint, use the [Nomad Complaints Form](#)

## Nomad Complaints Policy

### 1. Scope

This procedure applies to all patient feedback including complaints received in respect of Nomad (hereinafter referred to as the “Company”) clinical activities and its’ associated third-party approved providers.

1.1 You can complain about how any of our clinics or departments have managed your query/custom.

1.2 Limits of the policy

Nomad excludes the following issues from its complaints process:

- (a) if you allege unfairness of practice and process but do not supply evidence to substantiate your allegation
- (b) if you make an anonymous complaint
- (c) Nomad will not tolerate deceitful, abusive, offensive, threatening or other forms of unacceptable behaviour from complainants. When it occurs, we will take proportionate action to protect the wellbeing of our staff and the integrity of our processes.

### 2. Purpose

The purpose of this procedure is to set out clear guidelines to ensure that the Company deals with complaints consistently and ethically, and that the treatment of complaints with respect to both the complainant and persons complained against is in a fair and dignified manner.

### 3. Legislative Framework

This procedure is to provide a best-practice framework in line with SEQOHS, ISO 9001, 27001 and 15189 accreditations.

### 4. Background

The Company aims to provide a patient centred service. The Company’s goal is to develop a model of partnership through which patients have a say on how the service is designed, developed, and delivered.

Listening to the views of patients is recognised as essential to delivering a patient centred service. The Company wishes to actively involve patients in future service developments. One way this can be achieved is by obtaining and reviewing feedback from patients after care has been given.

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<b>Author</b>	Amanda Howarth	<b>Approved by</b>	Jason Gibbs
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The following principles underlie this complaints procedure:

- We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.
- We are committed to abiding by all relevant Laws and Regulations and all activity will be conducted safely and competently
- The information relating to the complaint is confidential and should not be divulged to a third party, without the consent of the person raising the complaint. All activity should be conducted in an ethical manner
- All parties will be treated fairly. No patient shall be excluded. The person raising the complaint has the right to have the complaint investigated and the person who may be the subject of a complaint has the right to respond to any allegations made about him/her.
- All complaints raised will be addressed promptly and, if possible, within the arrangements detailed in this document. Minimal disruption should be caused in gathering feedback

## 5. Responsibilities

It is the responsibility of the Head of Medical to ensure that the procedure within this document is followed, and that the complaints procedure is offered to all clients.

All complaints will follow the complaints procedure and will be directed to:

- **Clinical Complaint** – Head of Medical or Designated Representative
- **Corporate Complaint** – Head of Business Services or designated Representative

## 6. Procedure

The Company is committed to providing its services efficiently, effectively and in line with the Company quality standards. However, there will be times when things may go wrong, and you may not be happy with the service you receive. If this happens or if you feel our services are generally not up to an acceptable standard, please let us know either formally or informally and we will investigate your complaint as thoroughly and speedily as possible.

- Please provide details using the online [Nomad Complaints Form](#)
- We will send you a confirmation receipt of your complaint within 48 hours of receiving it and provide a timeline for investigation.
- We will then investigate your complaint. This may involve passing your complaint to an OH Nurse/investigating officer who was not involved in the matter you are complaining about. The nurse/investigating officer will review your complaint and speak to the members of staff/Contractor involved.
- The investigating officer will then invite you to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.

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- We will add the complaint to the QA monthly meeting for director discussion and action planning
- Within ten days, the nurse/Officer will write to you to confirm what took place and any solutions s/he has agreed with/for you.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone external unconnected with the matter to review the decision.
- We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.

Contact email address:

[feedback@nomadtravel.co.uk](mailto:feedback@nomadtravel.co.uk)

If you are unhappy about our response or feel that we have not answered the points that you have raised, you should in the first instance refer them back us, so that all appropriate attempts can be made to resolve them.

Should that not prove to be possible please contact CEDR for further mediation or CQC to complain about Nomad as a provider of clinical services

CEDR - Centre for Effective Dispute Resolution  
70 Fleet Street, London, EC4Y 1EU

T: +44 (0)20 7536 6000

F: +44 (0)20 7536 6001

W: [www.cedr.com](http://www.cedr.com)

CQC: [Complain about a service or provider | Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

You can withdraw your complaint at any time, by writing to the individual dealing with your complaint and quoting your reference number. Your complaint will be permanently closed at this point

## 7. Record Keeping

The Company shall maintain a record of all complaints, corrective actions, and improvements in a log. These records to be retained for a period of not less than three years beginning on the date of the last entry.

Access to Company policies and procedures will be given at Induction and a documented record of the completion of Induction Training will be held on file.

Any update to a policy or procedure will prompt an electronic notification of issue which will be documented and tracked on the Company Master Documentation Index.

## 8. Policy Review

This policy will be monitored, and a comprehensive review conducted triennially for its effectiveness, to ensure it is fit for the current purpose and is accurate (in line with the

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relevant legislation and guidance) and it provides clear guidance to staff on what to do (within the scope, etc. of the policy).

Interested Parties will be notified in accordance with any necessary changes.

## 9. Revisions

Revision No:	Date:	Revised / Reviewed by:	Detail of Revision:

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