



Internal and external complaints  
procedure  
Version 23-11-2010

## Internal and external complaint procedure

### General

- Internal as well as external complaints can only be submitted in writing and signed by means of the complaint format (see appendix 1).
- Anonymous complaints are not taken into account.
- Complaints will be treated confidentially.
- Complaints are documented for 12 months.
- If in urgent cases this procedure is not followed, the Advisory Board is notified in advance.

Complaints can relate to:

- A the director
- B a member of the management team
- C another employee or an external expert

### **A1 A complaint related to the director**

A2 The complaint is reported to the member of the Advisory Board responsible for complaints issues.

A3 The Advisory Board member informs the complainant about the procedure and the way MeduProf-S deals with complaints.

Deadline: within five working days after report of the complaint (A2)

A4 The judgment of the complaint

The Advisory Board takes care of correct dealing with the complaint in writing. Reports of meetings are documented in a dossier and the arrangements are noted on the complaints form.

Deadline: within ten working days after the information is received. (A3)

A5 Message to the complainant

The complainant is informed about the judgment of the complaint by the member of the Advisory Board.

Deadline: same working day as judgment. (A4)

A6 Quality control

The Advisory Board investigates the satisfaction of the complainant on the dealing with the complaint according to the complaints procedure.

If yes: procedure ends

If no: renewed judgment (A4).

Deadline: within five working days after dealing with the complaint (A5)

A7 Completion of the complaint

*The Advisory Board is responsible for filing the dossiers*

Deadline: within five working days after the quality control (A6)

- B1 A complaint related to a member of the management team or supporting team**
- B2 The complaint is reported to the director (B3)
- B3 The secretary registers the complaint and files the complaint form in the complaint dossier and the personal dossier of the employee  
Deadline: same working day (B2)
- B4 The secretary informs the complainant about the complaints procedure and how the complaint will be dealt with.  
Deadline: within five working days after report of the complaint (B3)
- B5 The judgment of the complaint  
The director is responsible for the correct dealing with the complaint in writing. Reports of meetings are documented in a dossier and the decisions are noted on the complaints form. Depending on the nature of the complaint external advice may be needed. A meeting will take place with the complainant and the employee separately.  
Deadline: within ten working days after the information (B4)
- B6 Message to the complainant  
The complainant is informed about the judgment of the complaint by the director.  
Deadline: same working day as judgment (B5)
- B7 Quality control  
The director investigates the satisfaction of the complainant on the dealing with the complaint according to the complaints procedure.  
If yes: procedure ends  
If no: renewed judgment (B5).  
Deadline: within five working days after dealing with the complaint (B6)
- B8 Completion of the complaint  
The secretary takes care of filing the dossier.  
Deadline: within five working days after the quality control (B7)

- C1 A complaint related to another employee or external expert**
- C2 The complaint is reported to the director (C3)
- C3 The secretary registers the complaint and files the complaints form in the complaints dossier and the personal dossier of the employee.  
Deadline: same working day (C2)
- C4 The secretary informs the complainant about the complaints procedure and-how the complaint will be dealt with.  
Deadline: within five working days after report of the complaint (C3)
- C5 The judgment of the complaint  
The director is responsible for the correct dealing with the complaint in writing. Reports of meetings are documented in a dossier and the decisions are noted on the complaints form. Depending on the nature of the complaint external advice may be needed. e.g. the project leader of the project concerned. A meeting will take place with the complainant and the employee separately.  
Deadline: within ten working days after the information (C4)
- C6 Message to the complainant  
The complainant is informed about the judgment of the complaint by the director.  
Deadline: same working day as judgment. (C5)
- C7 Quality control  
The director investigates the satisfaction of the complainant on the dealing with the complaint according to the complaints procedure.  
If yes: procedure ends  
If no: renewed judgment (C5).  
Deadline: within five working days after dealing with the complaint. (BC6)
- C8 Completion of the complaint  
The secretary takes care of filing the dossier.  
Deadline: within five working days after the quality control (C7)

Appendix 1.

## **Complaints form**

Name of complainant

Date

Contact person

Telephone

Name of the person who dealt with the complaint

Address of complainant:

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Description of the complaint

Description of the cause of the complaint

Arrangements for the complaint

Actions taken on the complaint

Satisfaction of complainant

End date of complaint