

COMPLAINTS PROCEDURE

Your Voice

Premier Medical helps over 60,000 individuals with the medical assessment of their claim every year. We believe each and every claimant has the right to a fair, swift and courteous service at all times. Unfortunately, not all cases will go as smoothly as we would like and we apologise if we fail to live up to these standards.

We want to ensure that the same issues do not occur again, and so we are keen to receive comments and feedback. We can only improve those things which we know to be wrong.

YOUR VOICE IS IMPORTANT TO US

WHAT IS A COMPLAINT?

Any expression of dissatisfaction, whether oral or written, and whether justified or not.

Our Response

If you wish to raise a complaint, please contact the Case Owner handling your case. In a lot of instances they will be able to resolve an issue within 24 hours, get things back on track with minimal delay and distress.

You can alternatively email complaints@premiermedical.co.uk.

Where a complaint is raised which cannot be resolved within 24 hours we will endeavour to deal with it promptly, effectively and in a positive manner.

- We will acknowledge the complaint within 24 hours of receipt.
- A named individual will deal with the complaint.
- We will investigate the complaint and endeavour to send you a substantive response within 28 days.
- We will let you know if we are not able to meet the timetable, advising why and when we do expect to respond.
- We will base our response on the framework over-leaf.
- We may refer issues to bodies such as the General Medical Council where appropriate.
- If you remain dissatisfied with our response you can complete the Contact Us form at <https://www.medco.org.uk/contact-us>, then send it to enquiries@medco.org.uk

Maintaining Independence

Our investigations are run independently by a senior member of our team, so if the complaint concerns a member of staff then the investigation will be conducted impartially.

If the complaint concerns the conduct or performance of an expert we will typically need to put the issues raised to the expert to answer. Both the complaint and response will be referred to our clinical lead for independent review.

Complaints from represented claimants

Contractually Premier Medical's relationship is with the instructing party, not with the claimant (injured party). In all matters relating to the case the instructing party represents the claimant, and is the Data Controller, whilst Premier Medical is Data Processor. Please raise issues with the company instructing us (your representative) in the first instance. Premier Medical will act on instructions from the instructing party, log the complaint and work with the instructing party to resolve any issues raised.

Complaints from unrepresented claimants

Claimants who are unrepresented, (perhaps coming directly through the Official Injury Claims Portal) can raise a complaint with us directly. We will investigate issues in accordance with the standards set out here and respond accordingly.

Factors considered in determining the outcome of your complaint.

Our aim is to fairly assess your complaint giving due regard to what may be considered reasonable, and the level of inconvenience you may have suffered.

In doing this we will gather evidence as appropriate from:

- Your letter of complaint or verbal description of the issue.
- Our own records including recording of telephone conversations, correspondence, notes and activities.
- Our standard practice guidelines.
- The Expert.
- The Medico-Legal report and pre-consultation questionnaire.
- Advice from our Medical Director.

There may be occasions when it is not possible to determine the reason or come to a definitive resolution, although we will endeavour to provide as full a response as is possible.