



# Complaints Policy

Updated March 2017  
Reviewed November 2018  
Reviewed November 2020



## 1. Our Policy

MOHS Workplace Health Ltd (MOHS) is committed to providing its services efficiently and effectively. 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 and we will investigate your complaint as thoroughly and speedily as possible.

## 2. How to make a complaint

### Stage One

The first stage is to inform us by email or telephone about your complaint, giving as much detail as possible, including the date the incident occurred, the name of the member of MOHS staff involved and the circumstances involved. Our contact details can be found at the end of this document.

Once we have received your complaint, we will provide written acknowledgement before forwarding it onto the relevant head of department to be investigated and dealt with. (If the complaint is about the head of department, it will be referred upwards to their line manager or the chief executive). Our aim is to resolve the issue as quickly as possible, so please allow five to ten working days for us to respond.

We hope your complaint is successfully resolved at this stage.

### Stage Two

If you are not satisfied with the initial outcome at stage one, the next step is to refer the matter to our chief executive for further investigation. The chief executive will endeavour to respond to the complainant as soon as possible but due to the complexity that may be involved, please allow us a further three working weeks (or longer if there are exceptional circumstances and external bodies are involved).

Following this second investigation, you will be informed of the outcome and of the action that has been taken to resolve the complaint.

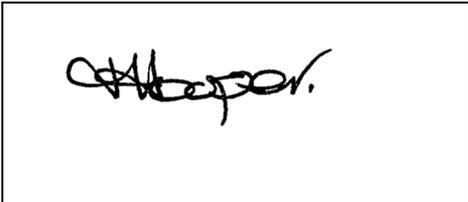
### The Outcome

We want you to be satisfied with the result of your complaint. If it is upheld, we will aim to resolve the matter by:

- making a full and sincere apology, where appropriate, by letter, telephone or in person
- giving you a full explanation of what happened and why
- taking remedial action(s) to ensure the incident does not re-occur
- reviewing our procedures / policies and improving them where necessary

### Contact address, phone number and email address

MOHS Workplace Health Ltd  
83 Birmingham Road  
West Bromwich  
West Midlands  
B70 6PX  
Tel: 0121 601 4041  
Email: customerservice@mohs.co.uk

Signed		Name	Helen Hooper
Title	Chief Executive	Date	November 2020