



## Altrix Technology Limited

### COMPLAINTS POLICY

#### The purpose of this policy

The purpose of Altrix's complaints policy is for us to rectify any issues which may have occurred and to learn where lessons can be learnt. Altrix is committed to dealing with complaints in a fair and impartial way. We understand that we are not going to get things right all the time, but we do want to learn from our mistakes and improve our service wherever possible.

#### Policy Content

Altrix is committed to handling all complaints seriously and to deal with them promptly and effectively. By continuously reviewing all aspects of our service, Altrix aims to maintain its stance in terms of a high-quality online platform and ultimately making client and patient care central to our company's ethos. The process of resolving complaints should be unambiguous and comprehensive to both service users as well as our own staff, to expedite an efficient resolution. Altrix commits to fully investigating and resolving complaints in-line within the timescales (as far as reasonably practicable) outlined within this policy.

#### Definition of a Complaint

A complaint or concern is defined as an expression of dissatisfaction about an act, omission or decision of an organisation, either verbal or written, and whether justified or not, which requires a response.

#### How do we Manage Complaints?

The Director of Altrix has delegated authority to deal with complaints to Natalie Jennings, the Director of Training and Compliance who will facilitate the complaints process as senior qualified and senior nurse with Altrix. Natalie, where necessary and appropriate, may assign complaints to another member of the management team within Altrix. Sometimes a complaint can be resolved simply by speaking to a member of our staff. However, we understand that there may be times where a formal complaint is necessary. Where possible, a formal complaint should be made in writing either via email to:

[Natalie@altrix.co.uk](mailto:Natalie@altrix.co.uk) or in her absence

**Caitlin Taylor/ Helen Burdon**  
**Altrix Technology Limited**  
**The Minster Building, Great Tower Street**  
**EC3R 7AG**



## COMPLAINTS POLICY



Version 1

Issue Date: June 2020

To be Reviewed: June 2022

Authorized by: Natalie Jennings  
Director of Compliance

OR email:

[Caitlin@altrix.co.uk](mailto:Caitlin@altrix.co.uk) / [Helen@altrix.co.uk](mailto:Helen@altrix.co.uk)

All complaints will be kept confidential to the parties concerned unless a concern is raised in relation to a safeguarding matter or in relation to serious criminality in which case we reserve the right to escalate the matter to relevant authorities. Altrix reserves the right to refuse to accept a complaint where the complaint is clearly vexatious; malicious; abusive and/or motivated by a discriminatory attitude, for example, motivated by a sexist or racist attitude.

### Who can make a complaint?

All staff, clients and those Band 5 nurses that use the Altrix online platform service are entitled to raise a complaint and to have it dealt with appropriately.

### Timescales and Process

- Altrix will aim to acknowledge all complaints within two working days of receipt of a complaint
- Altrix will aim to communicate its initial findings within five working days of receipt of a complaint.
- Altrix will aim to provide a full written report (if requested) within ten working days of receipt of a complaint.

Please note that these timescales are dependant upon the co-operation of all parties.

### Appeal

After the investigation and formal outcome, we appreciate that the complainant may not always be satisfied with the final decision. In this instance; they have every right to escalate this to our Managing Director as a formal written appeal. Altrix will aim to acknowledge your written appeal within 5 working days. The outcome of this appeal will be final.