



Caring is our passion... Compassion is our belief...

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Allegations and Complaints.

Policy Number 06

Introduction

Allegations and Complaints are a serious event and require timely, sensitive and positive action.

Policy

All parties are innocent unless an investigation finds guilt.

Staff will be consulted to identify any support needs.

All allegations and complaints involving Members may be investigated according to the Clients Grievance and Complaints procedures or by an identified officer of NOA Healthcare.

NOA HEALTHCARE will instigate allegations or complaints lodged against directly employed staff by an identified senior officer of the Company.

Allegations, complaints or appeals will be acknowledged within 2 working days. Investigations will be concluded within 7 working days.

Allegers, complainants and appellants will be informed of the findings within 2 working days of the investigation being completed.

Policy Origin

In House Policy.

References

NOA Disciplinary and Grievance policy

Date Policy Active.

June 2015.

Last Review Date.

Jan 2017.

Quality Assurance Reference

POL/06/16