



COMPLAINTS POLICY

Medic Now

Complaints Policy

At Medic Now, we are dedicated to delivering exceptional service to our valued customers. We actively listen to our clients and take any complaints regarding our organisation seriously, viewing them as opportunities for improvement.

Complaints Procedure

If you find yourself dissatisfied with our service, we encourage you to inform us. Your feedback is instrumental in enhancing our standards.

Step 1: Informal Resolution

In the first instance, please contact Sam Lea, our Group HR Manager, by phone at 0207 220 0811. We will make every effort to resolve your complaint informally at this stage.

Step 2: Formal Complaint

If you remain dissatisfied and wish to formally raise a complaint, please put your concerns in writing and send them to feedback@yourworld.com or by post to the following address:

FAO Human Resources
Medic Now
69 Wilson Street
London, EC2A 2BB

Please include:

- Details of those involved
- Date and time of the incident
- Any pertinent information related to your complaint
- Your desired outcome
- Next Steps

Acknowledgment: You will receive an acknowledgment email within 5 days of us receiving your complaint. This email will confirm the details of your complaint and that it has been passed on to the relevant stakeholder assigned to handle it.

Recording: Your complaint will be promptly recorded in our central register, typically within one day of receipt.

Confirmation of Action: Upon receiving your reply to our acknowledgment email, we will confirm the subsequent steps. You can expect to receive this confirmation within 5 days of your reply.

Investigation: We will initiate an investigation into your complaint, typically following these steps:

- Requesting a response from the staff member involved within 5 days
- Reviewing the staff member's response and the information provided by you
- Potentially arranging a discussion with you (up to 4 days after receiving the staff member's response)

Resolution Discussion: A member of our Senior Management Team will contact you within 5 days of completing the investigation, aiming to resolve your complaint through a telephone call.

Confirmation: Within 2 days of the telephone call, we will send you a written confirmation of the discussion's outcomes and any agreed-upon solutions. If a telephone call is not feasible or preferred, we will provide a detailed written response within 5 days of completing the investigation.

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Escalation: If you remain unsatisfied, you have the option to escalate the complaint to MD@yourworld.com, where the Managing Director will review the previous decision within 10 days.

Final Decision: We will notify you of the outcome of the review within 5 days of its completion. You will receive a written communication confirming our final position on your complaint, along with an explanation of our reasons.

Further Escalation

If you are still dissatisfied with our response, you have the option to contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member. You can reach them by writing to the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

Should we need to modify any of the outlined timeframes, we will provide you with an explanation. In any case, we are committed to adhering to any statutory procedures that may apply to your complaint.

We appreciate your feedback, and your satisfaction remains our top priority.