



# Feedback and Complaints Policy

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*This policy is reviewed annually or when there are significant changes in legislation or accreditation requirements*

## Contents

1.0 Introduction .....	3
2.0 Core Principles.....	3
2.1 Providing Feedback .....	3
2.2 Submission of Complaints .....	5
2.3 Time Limits .....	5
2.4 Advice to Complainant.....	5
2.5 Complaint Investigation .....	6
2.6 Privacy/Confidentiality.....	7
2.7 Training.....	7
3.0 Review of Feedback.....	7
3.1 Legal Recourse.....	7
3.2 Appendix 1 .....	7

## 1.0 Introduction

Medicall's Feedback and Complaints policy aims to provide a clear direction to our customers of how to provide feedback or make a complaint. We actively seek feedback to check in with customers to see if their expectations are being met. Medicall has a detailed and considered process for feedback. It is important that feedback and complaints we receive are examined so that we may learn from the process and improve future service delivery. We are required to have an in-depth complaints procedure as part of our regulatory obligations for the Pre-Hospital Emergency Care Council and our Joint Commission International Accreditation.

## 2.0 Core Principles

1. **Accessibility:** Patients can provide feedback or complaints in person, by phone, via email, or in writing.
2. **No Retaliation:** Assure patients that providing feedback or making a complaint will never negatively impact their future care.
3. **Consent:** If a third party (like a relative) is complaining, they must provide the patient's written or verbal [consent](#). General feedback other than complaints, from a third party are welcomed.

### 2.1 Providing Feedback

Patients/Customers are provided with a Patient Experience Feedback Card for every interaction with Medicall Practitioners. The Card has a Quick Reference (QR) Code which may be scanned and leads directly to our Patient Experience Feedback Electronic Form. Patient Feedback can also be provided directly through the Feedback link on our website. There is an option for making a complaint within the feedback form. Medicall has a four-stage process for complaints.

A complaint, may also be submitted in writing to Headquarters:

Resource Compliance Manager  
Medicall Ambulance Ltd.  
IDA Business & Technology Park,  
Clonshaugh Drive,  
Priorwood.  
Dublin 17.  
D17 C651

Complaints may also be made by telephone or email:

Phone number: 01 66 11 666

Email Address: [info@medicall.ie](mailto:info@medicall.ie)

## 2.1 The Four Stage Process for complaints

**Stage 1: Local Resolution.** Frontline staff (e.g., Paramedics or Dispatchers) should attempt to resolve minor issues immediately. If this occurs, Staff should email the Resource Compliance Manager to ensure a record of a resolved complaint has been captured. A patient experience feedback card should be offered to record the issue and acknowledge the patients concerns.

**Stage 2: Formal Investigation.** If local resolution fails, the complaint is assigned to a designated Complaints Officer.

- a) Acknowledgement: Within 5 working days of receipt.
- b) Resolution Target: Within 30 working days
- c) Updates: If delayed, the officer must update the complainant every 10 working days.

**Stage 3: Appeals/Review.** If the patient/customer is unhappy with the Stage 2 outcome, they can request an appeal/review by Medicall's Director of Service Delivery.

**Stage 4: Independent Appeal/Review.** Medicall will agree an independent adjudicator with the customer to review the complaint if it remains unresolved. The independent adjudicator must have experience in pre-hospital care, governance and regulatory processes and the PHECC Clinical Practice Guidelines. This will ensure that an informed, decision can be made which is acceptable to all parties.

## 2.2 Submission of Complaints

A valid complaint should ideally include:

- Incident Details: Date, time, location, and vehicle/crew numbers.
- Nature of Concern: A clear description of what went wrong (e.g., response time, clinical care, staff conduct).
- Desired Outcome: What the person hopes to achieve (e.g., an apology, change in procedure).

If some of this detail is not available, the member of Management investigating the complaint will access the details and verify the information internally.

## 2.3 Time Considerations

Complaints must generally be made within 3 months of the incident or of becoming aware of the issue. Complaints Officers have the discretion to extend this for special circumstances.

Under normal circumstances a complaint file will be retained for a minimum of seven years. Where litigation is likely to result, the file will be retained until legal proceedings have been completed.

## 2.4 Advice for Complainant

Medicall offers direction to customers should the complaint relate to the professional conduct of a practitioner (e.g., paramedic). Reporting them to PHECC and the Fitness to practice committee maybe appropriate.

If Medicall is acting under contract with the HSE (e.g., patient transport), the Ombudsman may support the complainant, if it cannot be resolved locally.

Where relevant, the Hospital attended by the patient will be made aware of the complaint.

## 2.5 Complaint Investigation

Once a complaint is received, the Resource Compliance Manager may conduct the investigation or may appoint a resource to examine the circumstances and review the incident. This is usually a member of the management team who also has a clinical background. An open-minded approach is required where the goal is to provide an honest examination that leads to Medicall maintaining a high-quality service delivery. All members of Staff and practitioners working on behalf of Medicall are required to make themselves available and fully engage with the request for investigation of a complaint.

Complaints are fully recorded using Medicall's Traumasoft system. The complaint can be linked with a PCR or Trip Identification number. Written reports from crews or witnesses can be uploaded to the complaint file. The following information is captured during the recording process:

### Incident Information

Date & Time of Incident:

Location: (e.g., specific address, hospital drop-off point, or public area).

Vehicle ID / Call Sign: (if known)

Staff Involved: (Names or crew identification numbers).

### Nature of Complaint

Complainants Primary Concern

Response Time

Clinical Care/Treatment

Staff Attitude/Conduct

Communication/Dispatch Issues

Privacy/Confidentiality

Description of Events

(factual summary of what happened, who was involved, and the impact).

Factual Report from Practitioners/ Staff member

Recommended Resolution & Proposed Next Steps

Local Action Taken

Desired Outcome to resolve this

(e.g., an apology, explanation, or review of procedure) but also may include, re-

training, disciplinary action, purchase of additional equipment or change in maintenance or supply agreements.

Once the investigation is complete, the Resource Compliance Manager will schedule a meeting with the Manager conducting the investigation and the Human resources manager to agree an appropriate and considered response. The Medical director will be included if the complaint is of a clinical nature.

## 2.6 Privacy/Confidentiality

All complaints are treated with the strictest confidence. No details of a complaint will be discussed with a third party without the consent of complainant. All staff members that are involved in the complaint or interviewed as part of the process are instructed not to communicate any details or the nature of the complaint in any way or format unless authorised to do so by Medically.

## 2.7 Training

Medically includes training for complaints in the induction course. The complaints process is also available for all practitioners on the eLearning MOODLE platform. If a change in practice or process is identified following a review of feedback or our complaints process, this may be communicated using the MOODLE platform.

## 3.0 Review of Feedback

Patient Experience Feedback is collated and reviewed at Medically's governance meetings. The overview of complaints outcomes is also communicated along with recommended improvements that must be communicated to all members of Staff. Medically holds a weekly People, Performance and Learning Meeting, where feedback is discussed. If the feedback or complaint relates to a clinical matter, it will also be reviewed at the Clinical Governance meeting.

Medically aims to provide all practitioners with a monthly overview of patient Feedback that clearly outlines our Patient satisfaction rating and qualitative feedback as exemplars of good patient interaction.

### 3.1 Legal Recourse

All complaints are dealt with as genuine in nature. Medicall reserves the right to pursue costs and actively pursue legal recourse where complaints are maliciously or falsely made against the company its staff or agents.

### 3.2 Appendix 1



Medical's Patient Experience Feedback - Scan QR

Code to view link