

# Technical Authority

Providing technical leadership



## Occupational Health Feedback Procedure

Document No OH-OPR-0008-V3

### Version control

Issue	Date	Summary of change
0.1	20.07.23	First draft for comment and review
0.2	05.09.23	Second draft including additions of comments and concerns
0.3	06/10/23	Third draft updated to include process flow
1.0	28/02/2024	Approved by Jackie Doolan (OH Governance and Quality Manager)

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## 1 Scope

**To outline the procedures to be followed by all clinical and administration staff who work within the occupational health service at Network Rail and relevant temporary clinical staff as deemed appropriate.**

To outline how feedback, compliments and complaints can be made and addressed.

**To outline timescales in which feedback must be acknowledged and resolved.**

Our aims are to deal with all feedback sensitively, openly and in a timely manner. We will aim to resolve any complaints quickly and learn from the complaint to improve our service.

## 2 Roles and responsibilities

The individual submitting feedback shall do so by emailing [OHfeedback@networkrail.co.uk](mailto:OHfeedback@networkrail.co.uk). They shall ensure their feedback fairly reflects events that took place and is submitted within 60 days of the incident.

The role of feedback handling shall be delegated to the nominated Service Delivery Manager (SDM).

The SDM shall ensure that all feedback is acknowledged and resolved within the agreed timescales.

## 3 Compliments

Compliments are valuable, welcome and are important to help develop our service regardless of whether they are received verbally or in writing. Employees and/or managers are encouraged to email any compliments to [OHfeedback@networkrail.co.uk](mailto:OHfeedback@networkrail.co.uk).

Network Rail will record all compliments on a SharePoint tracker to enable us to understand if our services and staff are meeting the needs of our end users and as way of providing positive feedback to staff.

## **4 Who can make a complaint?**

Any Network Rail employee or referring manager who has used or has been affected by the in-house occupational health (OH) service, can make a complaint regarding the service they have received. We would encourage that prior to making a complaint an attempt is made to resolve this verbally as per 6.1.

If a complaint is received, regarding the Occupational Health Service, by a route/function based colleague ; for example, a Human resources Business Partner (HRBP) , Occupational Health wellbeing Manager (OH&WB manager) all these complaints should be directed to the OH service for investigation and resolution by submitting the complaint to [OHfeedback@networkrail.co.uk](mailto:OHfeedback@networkrail.co.uk).

## **5 Time limit for making a complaint.**

All complaints shall be made within 60 days of the incident that has taken place.

## **6 Process**

### **6.1 Verbal Complaints/Concerns**

Network Rail's occupational health service aims to provide a high quality and effective service for all Network Rail colleagues. As well as looking for ways to continually improve the service, the service aims to ensure colleagues are happy with the assistance they receive.

If an employee or referring manager is unhappy with any aspect of intervention, they have received they are urged to speak directly with the staff member involved in their case. If this does not resolve the issue, then a formal complaint should be made using the procedure below.

### **6.2 Formal Complaints**

Receipt of all complaints will be acknowledged within 1 working day. Confirmation of the complaint reference number will be received within 2 working days.

All complaints shall be recorded on a SharePoint feedback tracker.

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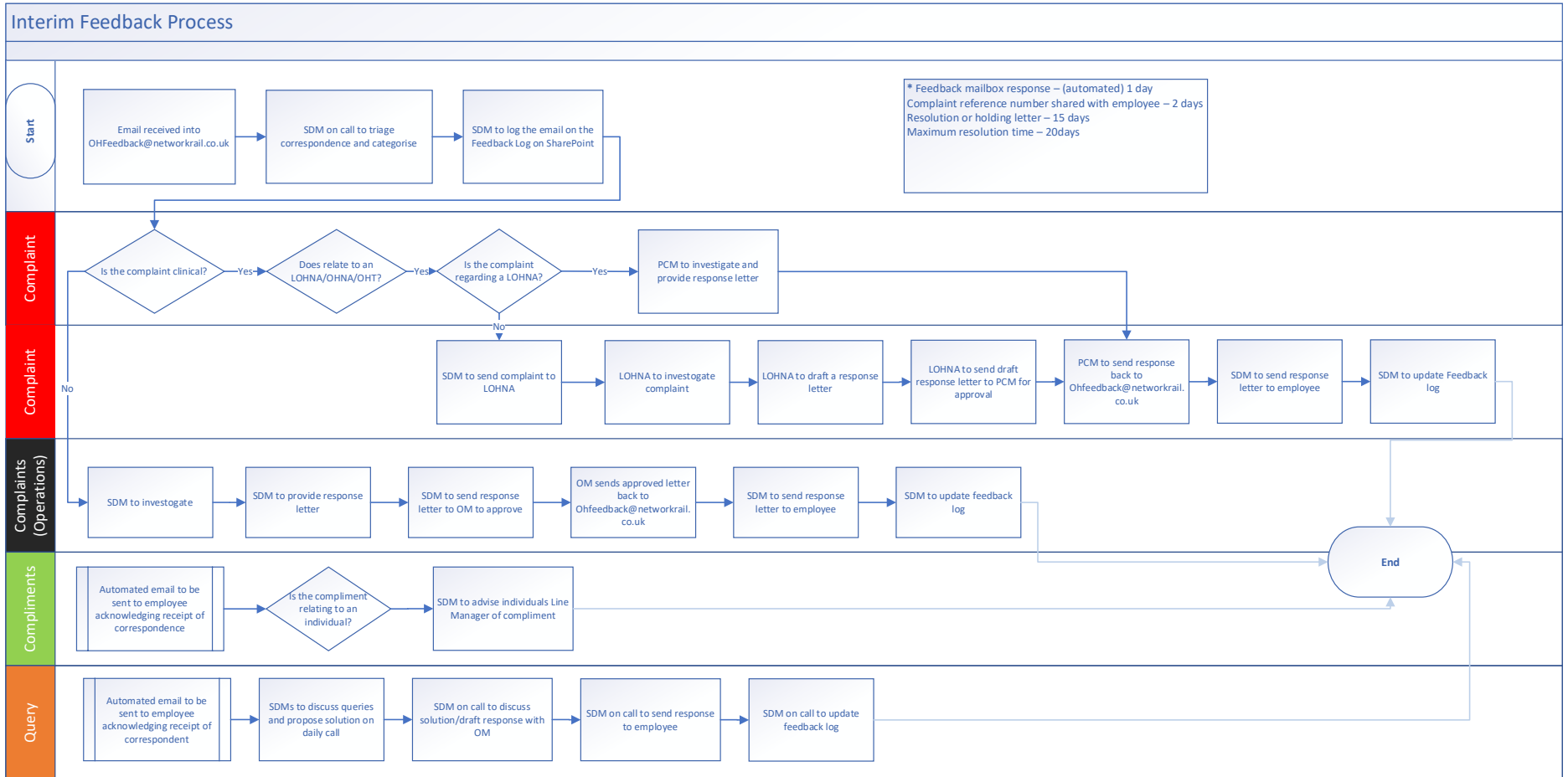
Following receipt, an investigation into the complaint shall begin. If necessary, further details can and should be obtained from the complainant. In order to obtain all the facts behind the complaint it may be necessary to liaise with other members of the in-house team or third-party service.

Details of the complaint and which member of staff is involved will only be disclosed to those people who have a need to know for the purpose of the investigation.

The investigation should ideally be completed within a timescale of up to 15 working days from receipt of the complaint. If it becomes necessary to exceed this timescale then a further letter should be sent to the complainant, explaining the reason for the delay.

Once the investigation is complete a response letter shall be sent to the complainant. The details of the episode will then be updated in the complaints log.

# 7 Process Flow



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## 8 Professional conduct

Where the investigation reveals a breach of professional codes of conduct for clinicians then internal disciplinary measures will be taken and a report will be forwarded to the appropriate governing body for further consideration. The occupational health service shall consider whether it is appropriate to suspend clinicians pending further investigation in such circumstances.

## 9 Timescales

<i>Process Step</i>	<i>Timescale</i>
<b><i>Complaint acknowledgement</i></b>	<b>1 working day</b>
<i>Complaint reference number received</i>	2 working days
<i>Complaint resolution or holding letter</i>	15 working days
<i>Maximum resolution time</i>	20 working days