**Unrepresented Claimant Complaint Policy**

We will acknowledge all complaints within 48 hours. The acknowledgement will clearly state who is handling the complaint and timescale in respect of our investigation and response.

Once the complaint is acknowledged, we will assess the complaint and identify any issues that need to be addressed for a full resolution.

Within 14 days, we will contact the complainant to advise of the following:

* The outcome of the complaint including actions taken to reach this decision.
* The reasons for the decision/s made.
* Any remedies / resolutions that have been proposed / implemented.
* Any options for review such as appeal.

We aim to resolve all complaints at this stage but if you are not satisfied with the outcome, the complaint can be escalated for an internal review at Director level. An e-mail can be sent to : leanneh@e-medicals.co.uk

If you wish to escalate the matter further, you can contact Medco, an external body who monitor the independence and quality of medico-legal reports provided through accredited medical reporting organisations . They can be contacted on: enquries@mib.org.uk .