



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 in writing within 1 working day.*
- We will use every reasonable endeavour to conclude our Investigations and arrive at full resolution within 10 days from the date of first notification.*
- NOA HEALTHCARE will maintain a full written record of the nature of each complaint along with details of any resulting action taken.*

Policy Origin

In House Policy.

Date Policy Active.

June 2015. Last reviewed June 2023.

Quality Assurance Reference

POL/06/23