



Caring is our passion... Compassion is our belief...

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Unsuitability of a Member during an assignment.

Policy Number 39

Introduction

NOA Healthcare undertake all current legislative employment checks to ensure Members' are entitled and appropriate to undertake assignments offered by their Clients'. NOA Healthcare will conduct a review in the event that a Client is of the belief that a Member is unsuitable for that assignment

Policy

- 1.1. If the Client considers that the services of the Member are unsatisfactory, they may either, terminate the assignment, deselect the Member from future Assignments by means of JMS or request NOA Healthcare to remove the Member from those allotted to them.*
- 1.2. The Client shall remain liable for all Charges incurred prior to the termination of the Assignment.*
- 1.3. NOA Healthcare will request from the Client an evaluation of the Member's performance and factual details/reasons for their opinion.*
- 1.4. NOA Healthcare's Complaints Policy will be implemented.*
- 1.5. NOA Healthcare will advise the Member of the Clients assertion, and invite them to make a written response prior to a personal interview to consider the facts and determine appropriate action. The interview is recorded and retained in the Member's confidential records.*

Policy Origin

In House Policy.

References

NOA Healthcare Policy 06 Allegations & Complaints

NOA Healthcare Policy 13 Disciplinary & Grievance

Date Policy Active.

April 2016

Last Review Date.

July 2016.

Quality Assurance Reference

POL/ 39/16