



**NOVA
HEALTHCARE
SERVICES**

Complaints and Concerns Policy



Nova Healthcare Services Ltd. (hereafter referred to as 'Nova Healthcare') is committed to providing high-quality recruitment services within the healthcare sector. This Complaints Policy outlines the procedures and guidelines for addressing and resolving any complaints or concerns raised by clients, staff, or other stakeholders regarding our services.

This policy applies to all complaints related to Nova Healthcare's recruitment services, including but not limited to client interactions, candidate placements, communication, and overall service quality. A complaint is defined as an expression of dissatisfaction with Nova Healthcare's services, operations, or conduct that requires investigation and resolution.

Nova Healthcare is dedicated to addressing complaints in a fair, timely, and confidential manner. The following steps will be followed when handling complaints:

- **Lodging a complaint**

Complaints can be submitted via email, phone, or in writing to any member of our senior staff at Nova HCS. When lodging a complaint, please provide as much detail as possible. Clearly describe the issue or concern you are raising. Identify individuals, departments, or teams involved in the incident or situation. Provide specific dates or a timeframe during which the incident occurred. Include any supporting documentation, records, emails, or other relevant materials that can help us understand and address the complaint accurately.

- **Email:** admin@novahc.co.uk Please ensure to include 'Complaint' in the subject line for prompt attention.
- **Phone:** Complainants can contact us at 0701057551 to verbally lodge their complaint during our business hours 9 am to 6 pm weekdays only.
- **In Writing:** Complaints can also be submitted in writing and addressed to any member of our senior staff at Nova HCS. Written complaints should be addressed to:

- **Initial Assessment**

The senior staff member responsible for complaints handling will promptly acknowledge the receipt of your complaint within 24 hours of receiving it. This initial



acknowledgment is to confirm that your concerns have been received and are being taken seriously.

Subsequently, the senior staff member will undertake a meticulous review of the complaint. This comprehensive review is designed to fully comprehend the issues presented in your complaint and to ascertain the most suitable course of action moving forward. During this review, the senior staff member will pay careful attention to the details you've provided, assessing all relevant parties, dates, and circumstances.

As part of this process, the senior staff member will be actively engaged in gathering any additional details and information that can contribute to a clearer understanding of the situation. Your cooperation in providing further insights or supporting evidence, if available, will aid us in conducting a more accurate and efficient investigation.

- **Investigation**

An impartial investigation will be conducted to gather all relevant information and details surrounding the complaint. Interviews with involved parties, collection of evidence, and assessment of records may be carried out.

- **Resolution**

Upon completion of the investigation, Nova Healthcare will provide a written response to the complainant within 10 working days from the receipt of the complaint. This may be via email, text, or post. The response will outline the findings, any actions taken or proposed, and steps to prevent similar issues in the future.

- **Escalation**

If the complainant remains dissatisfied with the resolution, they can request an escalation of the complaint to a higher authority within Nova Healthcare. This will typically be one of the directors and founders of Nova HCS.

- **Confidentiality and Whistleblower Protection**

All complaints will be treated with the utmost confidentiality and handled in compliance with the General Data Protection Regulation (GDPR) and applicable data protection laws. Information related to complaints will be disclosed only to individuals



directly involved in the resolution process and those necessary for conducting a thorough investigation.

Nova Healthcare recognizes the importance of whistleblower protection and is committed to safeguarding individuals who raise concerns in good faith. We strictly prohibit any form of retaliation, harassment, or adverse treatment against complainants who come forward with complaints or concerns.

Retaliation includes but is not limited to threats, discrimination, demotion, salary reduction, or termination of employment.

Nova Healthcare is dedicated to creating a supportive environment where individuals can express their concerns without fear of reprisal. Any form of retaliation against a complainant will be promptly investigated, and appropriate disciplinary action will be taken against those found responsible.

- **Reporting misconduct or concerns**

In addition to formal complaints, Nova Healthcare encourages employees, candidates, and clients to report any suspected misconduct, ethical concerns, or violations of policies. Reports can be made anonymously through a designated channel to protect the person's identity.

- **Reviews and amendments**

This Complaints Policy will be periodically reviewed annually and updated as necessary to ensure its effectiveness and compliance with any changes in regulations or best practices. Nova Healthcare will use the information gathered from complaints to identify trends, areas for improvement, and training needs to enhance its services where applicable.



Nova Healthcare Services Ltd
T: 0203925 7610
W: www.novahc.co.uk

For any questions or concerns related to this policy, please contact admin@novahc.co.uk

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Policy Review Date: **01/02/2025**



Nikki Virk.
Director and Founder.
Nova Healthcare Services Ltd.