**Occupational Health Services Complaints Procedure**

The Occupational Health Services staff strive to provide both Students and Staff a professional, confidential and courteous Services whatever the reasons for the appointment.

You can be reassured that if the Occupational Physician/ Occupational Health Nurse has been asked to undertake a medical assessment it will be appropriate, objective and unbiased based on the findings.

Should you feel that we have fallen short of these standards, in the first instance you should contact us:-

**1. Preliminary Enquiries**

**1.1**     If you are considering whether to make a complaint, you are very welcome to make

preliminary enquiries or have informal discussions by telephone or by appointment with the

Director of Occupational Health Services or  the  Occupational Health Services Manager or

one of their colleagues.

**2. Making a Complaint**

**2.1**     Details of the complaint must be addressed in writing to the Director of Occupational Health

Services (Dr Paul Redmond, Waterloo Place, 182-184 Oxford Road, Manchester M13 9GP or

[paul.redmond@manchester.ac.uk](mailto:paul.redmond@manchester.ac.uk) and marked confidential.  It must state the nature of the

complaint, give relevant details of dates and name the Member(s) of staff concerned.

**2.2**    A complaint should be made as near as possible to the events concerned, usually within a

month, and in exceptional circumstances no later than within a year of the incident to which

it refers.  The person complained against will be notified of the complaint.

**2.3**   In making the complaint it is helpful for you to give an indication of your desired

outcome.  You should also indicate the outcome of any action you have already taken to

raise and resolve the matter directly with the person(s) complained against.

**2.4**    On receipt of the complaint the Director of Occupational Health Services will consider the

complaint and make a judgement on the complaint passing it on to the Occupational Health

Services Manager where necessary.  Occupational Health Services will not consider a

complaint that is already being considered by another procedure elsewhere either inside or

  outside of the University.

**3. Our Response**

**3.1**    Your complaint will be fully investigated as soon as possible and we will make an initial

response within 10 working days.