

EXTERNAL COMPLAINTS PROCEDURE

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REVISION	CHANGED SECTIONS	UPDATE SUMMARY OF CURRENT VERSION	EFFECTIVE DATE
3	All	Revised email address and inclusion of ability to appeal	27/02/2024

Latus Group are a subscriber to the Independent Sector Complaints Adjudication Service (ISCAS) and as such conform to their complaints process.

Complaining can be stressful, so our aim is always to try and sort out any problems as quickly and informally as possible. If your complaint is responded to effectively when you first raise your concerns, then it is unlikely that matters will need to be escalated through stages 2 and 3. ISCAS has produced a patients' guide with input from the Patients Association which explains how to make a complaint about an ISCAS subscriber using the ISCAS Complaints Code of Practice.

See the full [Patients' Guide to the ISCAS Code](#) for more information.



How to complain

We are committed to providing a high-quality service and take feedback very seriously in striving to improve our business and services. We acknowledge that we may not always get it right so if something has gone wrong, let us know.

We hope that we can sort most problems out easily and quickly, often at the time they arise.

If you wish to make a formal complaint, please do so as soon as possible, ideally within a matter of a few days.

You can make a complaint up to six months after the event however by acting early it will enable us to establish what happened more easily.

You should address your complaint in writing to Quality@latusgroup.co.uk

We will make sure that we deal with your concerns promptly and in the correct way.

You should be as specific and concise as possible please including the reasons for your dissatisfaction, timelines and personnel involved in the complaint.

What we will do

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 20 working days of the date it was received. In the unlikely event we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish. The response will take no longer than 3 months. During the investigation the Complaints Lead will investigate circumstances, suggest an appropriate resolution and take steps to ensure the problem does not arise again. Latus Group's complaint procedure is an internal two stage process involving an immediate acknowledgement followed by a full investigation and report.

If we have been unable to resolve your complaint, this process will be fully explained in a letter from the Complaints Lead handling your case.

If you are not satisfied with the response of your complaint, you have the right to appeal against the decision to a Senior Manager. You should notify us of your wish to appeal in writing and send it to Quality@latusgroup.co.uk.

Please fully outline the grounds of your appeal. Your response will be acknowledged within 3 working days by a member of the management team and will review the outcome and provide you with a further response. This may take up to 20 working days. If the investigation process will take any longer than this, you will be updated and advised of the reason. On receiving a further response, should you still not deem the response as satisfactory, you have the right to escalate the matter to ISCAS

To contact the Independent Sector Complaints Adjudication Service (ISCAS) please email: info@iscas.org.uk

Alternatively you can call during office hours, Monday to Friday 9:00am – 5:00pm. Phone: **020 7536 6091**

ISCAS will not deal with any complaints until we have been through the stage 1 and 2 complaints process.