

SEQOHS Complaints Policy

SEQOHS aims to provide a service which is timely, efficient and courteous. If there is any dissatisfaction with the quality or standard of service received, and a complaint is made, the Faculty of Occupational Medicine undertakes to consider such complaints and to respond promptly.

Initial complaint

In the first instance, the matter should be brought to the attention of the SEQOHS Manager who will investigate the concerns and liaise directly with the OH service and members of the SEQOHS staff team.

If you are not satisfied with the outcome, after making an initial complaint, then you can submit a written complaint to the Chief Executive of the Faculty of Occupational Medicine by emailing fom@fom.ac.uk marked for the attention of the Chief Executive.

When submitting a written complaint to the Chief Executive please include the following information:

- Your name and position
- The name of your employer/organisation making the complaint
- The nature of the complaint and any supporting evidence that you wish to be considered.

The Chief Executive will investigate the complaint and will normally respond to you within four to six weeks.