



DOCUMENT NUMBER: QMS02	VERSION NUMBER:1.1
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TITLE: Satisfaction and Complaints SOP	Security Classification: RESTRICTED

AMENDMENT RECORD

VERSION NUMBER	DATE	CHANGE
1	04/05/2022	First publication
1.1	20/06/2022	Change response timescale to complaint from 15 to 8 days.

DOCUMENT OWNER:	NAME: Abi Dhillon	DATE: 21/06/2022
QUALITY APPROVAL:	NAME: Teresa Latta	DATE: 21/06/2022

This procedure is a mandatory requirement and forms part of the uMed Integrated Management System (IMS)
Amendments are only permitted via the change control procedure

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1.0 PURPOSE

The purpose of this document is to ensure that Client¹ Satisfaction and Complaints are correctly captured and managed.

2.0 SCOPE

This document enables UMed to correctly monitor Client perceptions of their needs and expectations to have effective policies and procedures implemented to improve client satisfaction.

3.0 RESPONSIBILITIES

The VP of Commercial Ops is responsible to ensure the procedure is followed.

4.0 POLICY

uMed is committed to providing a high-quality service and takes 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. Our goal is to treat feedback impartially, sympathetically and in a consistent manner with the minimal possible delay. Where it is not possible to resolve your concern informally to your complete satisfaction, please use the below complaints process.

How Do I Complain?

You can contact the VP of Commercial Ops who will take full details of your complaint.

Alternatively, you may wish to write to us on address below or email us at hello@umed.io

Within 48 hours of receiving your complaint, you will receive a notification acknowledging receipt.

We will investigate your concerns and respond to your complaint within 8 working days. Where this is not practical, i.e. due to the nature of your complaint, we will notify you in writing that the investigation is still ongoing and will explain the reasons for any delay over and above the agreed timescale.

Please be aware that during the investigation we may need to contact you in order to obtain further details.

Address: uMed-8 Warner Yard, London, England, EC1R 5EY

¹ This procedure will also apply to patients, suppliers and any other stakeholders than employees

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5.0 PROCEDURE

5.1 CLIENT SATISFACTION

Client satisfaction can be unsolicited or solicited. Unsolicited information means being provided by Clients without having been prompted or asked. This information can reach us by email, letter, social media or at the Client review meetings.

- **LOG IN CLIENT SATISFACTION**

The person in receipt of Client satisfaction must create a folder with the Clients name and save the information received.

If the Client satisfaction has been given verbally, the person in receipt of this information must write and date it and save as above.

Client satisfaction received through feedback forms sent out must be retained and saved as above.

A summary of Client feedback will be provided at the management review meetings by the VP of Commercial Ops.

5.2 CLIENT COMPLAINTS

Client complaints can reach UMed by email, letter, social media or Client review meetings. The person receiving a complaint must forward the information to the VP of Commercial Ops as soon as possible.

The VP of Commercial Ops will contact the Head of Quality & Compliance

Complaints are saved on Google Drive\Documents\ Satisfaction and Complaints Log

- **LOG IN CLIENT COMPLAINTS**

(a) For each new complaint a subfolder must be created:
YYYY-XXX Name

YYYY- Year of the complaint (e.g. 2022)
XXX- Sequential number (first claim of 2022 will be 001)
Name- Client name

(b) Any documentation (e.g. letters, emails, etc) must be clearly identified and saved on the same folder

(c) A summary of each complaint is logged on the 'Client Satisfaction and Complaints Log'

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6.0 RECORDS

QMS02_A-Satisfaction and Complaints Log

7.0 APPENDICES

7.1 Complaint workflow

