

RAPIDMED SERVICES

Complaints Procedure

RapidMed Events · rapidmed.co.uk · Ronald Carter

Document	Complaints Procedure
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This procedure explains how RapidMed Services handles concerns and complaints about the service we provide. It is a working document, reviewed at least annually, and read alongside the RapidMed Clinical Governance Statement (DP06) and Safeguarding Policy (DP05).

1. Our approach

RapidMed Services is committed to providing a professional, safe, and respectful service. We take all concerns and complaints seriously, treat them as an opportunity to put things right and to improve, and aim to deal with them promptly, fairly, and without defensiveness. Raising a concern will never affect the standard of care or service anyone receives from us.

2. Who can complain

Anyone who has received or been affected by our service may raise a concern or complaint — including patients, their families or carers, event organisers, councils, event staff, and members of the public.

3. How to complain — the stages

Stage 1 — At the event (immediate resolution)

If you have a concern while we are on site at an event, please raise it directly with the RapidMed clinician (Ronald Carter) at the time. Many concerns can be understood and resolved there and then. If it cannot be resolved immediately, we will note the details and explain how to take it further under Stage 2.

Stage 2 — After the event (in writing)

If your concern arises after the event, or was not resolved on the day, please put it in writing to:

Email	events@rapidmed.co.uk
Post	RapidMed Services, Leiston, Suffolk, Leiston, Suffolk
Please include	Your name and contact details; the date and location of the

	event; what happened; and what you would like us to do to put it right.
Step	What we will do
1	Acknowledge your complaint in writing within 5 working days of receiving it.
2	Look into it fully and fairly, reviewing our records (including the Patient Report Form where relevant) and speaking with anyone involved.
3	Respond in writing with our findings, any actions we will take, and any learning, normally within 20 working days. If we need longer, we will tell you why and give a revised date.
4	Record the complaint and its outcome, and feed any learning into our practice and governance.

We handle any personal or clinical information involved in a complaint confidentially and in line with our Data Protection (DP01) and Data Retention (DP02) policies.

Stage 3 – If you are still not satisfied

We hope to resolve every complaint directly. If you remain dissatisfied after our response, or feel the matter has not been handled to an acceptable standard, you can escalate it to the appropriate external body. Depending on the nature of the complaint these may include:

Body	When relevant
Health Professions Accreditation Council (HPAC)	Concerns about the professional standards or conduct of the RapidMed clinician (HPAC registration ECA66166).
The event organiser or commissioning council	Where the complaint relates to the event or to the arrangement under which we were engaged.
Information Commissioner's Office (ICO)	Concerns specifically about how we handled personal data – ico.org.uk / 0303 123 1113.
Local authority safeguarding team / Police	Where a complaint raises a safeguarding concern or a matter of public safety – see our Safeguarding Policy.
Your insurer or legal adviser	Where you are considering a claim; our own liability insurance is arranged through Balens/Zurich.

We will cooperate fully and openly with any appropriate external body, and we will tell you how to contact the relevant body if you ask.

4. Putting things right

Where we have got something wrong, we will say so, apologise, and take reasonable steps to put it right. Where a complaint highlights a way we can improve, we will make the change and record it as part of our clinical governance and continuing professional development.

5. Records and review

We keep a record of complaints received, how they were handled, and their outcomes, retained securely in line with DP02. Complaints are reviewed as part of our annual governance review to identify any patterns or improvements. This procedure itself is reviewed at least every 12 months.

6. Contact summary

Stage	Contact
At the event	Ronald Carter, RapidMed clinician, on site
After the event	events@rapidmed.co.uk · 07704 805 511
Professional standards	HPAC — registration ECA66166
Data protection	ICO — ico.org.uk · 0303 123 1113

RapidMed Services is the trading name of Ronald Carter, sole trader, Leiston, Suffolk.