

VERSION HISTORY

VERSION	DESCRIPTION	AUTHOR	DATE
1.0	Document created	PJ	08Jan24

CONTENTS

1	INTRODUCTION.....	1
2	SUMMARY	1
3	OUR RESPONSIBILITIES	1
4	HANDLING YOUR COMPLAINT	1
5	CONTACT DETAILS:.....	2

1 INTRODUCTION

The Cancer Molecular Diagnostics Laboratory (CMDL) is dedicated to providing excellent user service and maintaining a healthy user relationship. This Complaints Policy is to ensure all complaints are handled as efficiently and effectively as possible.

As a user of our services you are entitled to make a complaint to us. The following outlines our policy and procedure for the handling of verbal and written complaints.

2 SUMMARY

We want to resolve your complaints as soon as possible. In the first instance please call us and we will do our best to remedy any problems you may have with our service.

3 OUR RESPONSIBILITIES

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide users with access to the complaints handling process, including users with disabilities and special needs.
- To keep users informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly, to review our complaints so that we can improve our service standards.

4 HANDLING YOUR COMPLAINT

- Upon receiving a complaint, we will acknowledge your complaint via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.

Approved by:	Director Shubha Anand	Quality lead Peter Jarritt	Date 26Feb24	Date 26Feb24	Document Author Peter Jarritt	Review period 3 years
Published date	26Feb24	Review Date	26Feb27	Print Date	10/May/24	

UN-AUTHORISED COPIES OF THIS DOCUMENT ARE ONLY VALID ON THE DAY OF PRINTING

- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

STEP 1:

If you have a complaint regarding any aspect of your dealings with the CMDL, we urge you to telephone in the first instance. Our objective is to resolve the majority of enquiries or complaints during the first contact with us.

STEP 2:

After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 working days or longer, in which case we will update you with a reason for the delay and expected timeframe to complete investigation.

STEP 3:

When your complaint is resolved, we will confirm this with you within 10 working days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint you may refer your complaint to the Department of Oncology (see <https://www.oncology.cam.ac.uk/> for contact details)

5 CONTACT DETAILS:

Address:

Cancer Molecular Diagnostics Laboratory, University of Cambridge, Clifford Allbutt Building, Hills Road, Cambridge, CB2 0AH.

Telephone: 01223 762074

General enquiries:

CMDL@medschl.cam.ac.uk

Approved by:	Director	Shubha Anand	Date	26Feb24
	Quality lead	Peter Jarritt	Date	26Feb24

Document Author	Peter Jarritt
Review period	3 years

Published date	26Feb24	Review Date	26Feb27	Print Date	10/May/24
----------------	---------	-------------	---------	------------	-----------