

## COMPLAINTS PROCEDURE - Information for Clients

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ViA and Dr John Pitts are committed to providing a high-quality aviation medicine service to all clients. Nevertheless, we appreciate that problems do occur from time to time in clinical settings and recognise that there may be occasions when clients wish to complain about some aspect of this service. We welcome feedback to enable us to identify areas for improvement and regard a robust complaints process as part of our ongoing quality improvement ethos.

If you wish to provide feedback, raise concerns, or make a complaint please do so as soon as possible. Please note that we cannot correspond with anyone who is not confirmed in writing by the complainant as their representative, and without written consent to discuss the complaint in full, including confidential medical details.

### Verbal Complaints

If you wish to speak to someone about any aspect of our service, please do so before you leave the premises. We will document your concerns and will try to resolve the matter both verbally and with a follow up in writing.

### Written Complaints

If matters are not resolved to your satisfaction, we will give you a copy of our complaints procedure and will ask that you put your concerns in writing. All written complaints should be addressed to Dr John Pitts, Medical Director, Vision in Aviation Ltd at Keats House, 24-26 St Thomas St, London SE1 9RS, or emailed to [john.pitts@pilotmedicals.com](mailto:john.pitts@pilotmedicals.com) headlined 'complaint – for priority attention.'

Please describe as fully as you can the nature of your complaint, stating the following:

- what you are unhappy about
- why you are unhappy about it and
- what you seek to resolve the complaint

### Complaints Resolution

#### Internal handling of your complaint:

Your complaint will be acknowledged in writing within 7 working days ViA will investigate and make a full response in writing within 14-21 working days.

**External handling of your complaint:** If you are not happy with the way in which your complaint was handled, you can escalate your response to the External Advisory Panel of ViA. Your complaint will be acknowledged by a member of the External Advisory Panel in writing within 7 working days. The External Advisory Panel will carry out a full investigation of your complaint and offer to speak with you to resolve matters. After this discussion you will receive a full written response within 21 working days. If a full response cannot be given within 21 working days of receiving your complaint, The External Advisory Panel of ViA will write to you to explain the reason for the delay.

**Escalation of your complaint:** If you are not happy with the Stage 2 response, or the way in which your complaint was handled in stage 2, you have various options. You can escalate your response to the **Civil Aviation Authority (CAA)** if you disagree with a certificatory decision (see <https://www.caa.co.uk/media/terk0gi1/20240220-secondary-review-procedure.pdf>), or to the **General Medical Council** for alleged conduct issues, in particular alleged breaches of the GMC's guidelines on Good Medical Practice (see <https://www.gmc-uk.org/professional-standards/professional-standards-for-doctors/good-medical-practice>). You may also consider **litigation**, as prelude to which most solicitors will usually attempt **alternative dispute resolution**.

## UNREASONABLE COMPLAINANT BEHAVIOUR POLICY

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ViA is committed to dealing with all complainants fairly, but we should not be expected to tolerate unacceptable behaviour including communications which are: abusive, offensive, defamatory or distressing, aggressive, threatening, coercive or intimidating, racist, sexist, politically charged, unreasonably persistent or demanding, or recorded without consent.

If we receive such communications, we will write to the complainant setting parameters for a code of behaviour and the lines of communication. We will tell the complainant why we find their behaviour unacceptable and will state that we will not respond to their correspondence if such behaviour continues.

ViA proactively protects staff from such behaviour. If the unacceptable behaviour continues, we will take action to restrict further communications in an appropriate and proportionate manner. Such restrictions may include a formal agreement on conduct, contact restricted to email rather than personal meetings or telephone calls and restriction contact from one or more named individuals.

Where a complainant continues to behave in a way which we consider to be unacceptable, we may decide to terminate contact with them. This may mean that we will not continue with the handling of their original case, or their complaint. Once we consider that the behaviour of a complainant is unacceptable, or abusive to staff, or contain allegations that lack substantive evidence, we will not accept any further correspondence.

In extreme instances, we may take any other action we consider appropriate to protect the safety and welfare of our staff, including police complaints and legal action.