



360 MED  
120 FORTIS GREEN ROAD  
MUSWELL HILL  
LONDON  
N10 3HN

**360 Med Ltd**

## **Complaints Policy and Procedure**

**Address:** 360 Med Ltd, 120 Fortis Green Road, London, N10 3HN

**Date of Policy:** 25 March 2025

**Review Date:** 25 March 2026

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### **Policy Summary:**

This policy outlines the principles and processes followed by 360 Med Ltd in handling complaints. It ensures all feedback is handled in line with legal and regulatory obligations and supports continual improvement of service quality. This policy incorporates the Centre for Effective Dispute Resolution (CEDR) as our external mediation provider in cases where resolution cannot be achieved internally.

### **Use of CEDR for Mediation**

Where a complaint remains unresolved after the internal process has been exhausted, 360 Med Ltd may recommend mediation facilitated by the Centre for Effective Dispute Resolution (CEDR). This step provides an impartial, confidential, and voluntary process to help both parties reach a mutually acceptable resolution.

### **CEDR Mediation Overview:**

- CEDR is an independent, not-for-profit organisation.
- Mediation is conducted by trained professionals, typically over the telephone.
- The process is confidential, voluntary, and "without prejudice".
- If a settlement is reached, it is recorded in a legally binding Outcome Statement.
- The entire mediation process is typically completed within 30 days.

CEDR Contact Details: CEDR, 100 St. Paul's Churchyard, London, EC4M 8BU

Tel: +44 (0)20 7520 3800

Email: [applications@cedr.com](mailto:applications@cedr.com)

Website: <https://www.cedr.com/consumer>

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## **Complaints Handling Framework**

### **Stage 1 – Local Resolution**

Complaints can be raised verbally or in writing to 360 Med Ltd, preferably as soon as possible or within 6 months of the event or the complainant's awareness of the matter. Complaints can be emailed to [info@360med.co.uk](mailto:info@360med.co.uk).

Acknowledgment of a written complaint will be sent to the complainant's provided postal address (or via email) within 3 working days. A thorough investigation, including a detailed case review and statements from relevant staff, will be initiated. The response to the complainant, whether the complaint was made verbally, in writing, via text, or email, will be direct.

A comprehensive response to the complaint will generally be provided within 20 working days. If the investigation is ongoing, updates will be sent to the complainant every 20 working days. The goal is to complete Stage 1 within three months.

If dissatisfied with the Stage 1 response, the complainant may escalate to Stage 2 in writing within 6 months of the final response.

### **Stage 2 – Complaint Review**

An acknowledgment of the escalated complaint will be sent within 3 working days.

An objective review, typically led by a senior staff member not involved in Stage 1, will be conducted. This involves a thorough examination of documentation and may include interviews with relevant staff. A review of the Stage 1 investigation and response will be provided. The staff or team from Stage 1 may be invited to make a further response for potential resolution.

Consideration will be given to a face-to-face meeting or teleconference between the complainant and those involved in the Stage 1 response.

A full response on the outcome of the review will be provided within 20 working days. Updates on ongoing investigations will be sent every 20 working days. The aim is to complete Stage 2 within three months.

### **Stage 3 – Independent External Mediation**

Complainants have the right to request independent external mediation through the Centre for Effective Dispute Resolution (CEDR) at Stage 3. Requests should be made in writing to CEDR within 6 months of receiving the Stage 2 decision letter. Complainants must have completed Stages 1 and 2 before accessing Stage 3. If a case is not suitable for mediation, CEDR may advise accordingly or refer the complainant back to the provider.

Participation in mediation is voluntary for both parties. If agreed upon, a professional mediator will assist both parties in resolving the dispute. All discussions during the mediation process are confidential and without prejudice.

If a resolution is reached, CEDR will prepare a legally binding Outcome Statement to be signed by both parties. If no resolution is achieved within 30 days, CEDR will close the case and advise both parties accordingly.

CEDR, 100 St. Paul's Churchyard, London, EC4M 8BU

Email: [applications@cedr.com](mailto:applications@cedr.com)

Telephone: 020 7520 3800

Website: <https://www.cedr.com/consumer>

#### Care Quality Commission (CQC) Information

360 Med is registered with, and regulated by, the Care Quality Commission. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission National Correspondence

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 030 0061 6161

Fax: 03000 616171

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

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