

Supporting an Escalation

We're here to save and change lives: we put the employee first. We want to ensure that any concerns are listened to, supported, and quickly and robustly investigated. The following process is in place to ensure that concerns are swiftly and appropriately managed, to support all parties:

Escalation Process

Please highlight your query or concern to your designated Account Manager with Spectrum.life to review and escalate as needed. Your Account Manager will be happy to arrange a call/meeting with the HR manager or BDM to clarify the issue fully, and if any clinical support/input is needed this can be arranged.

In order to fully investigate a client's interaction with our service we will need the following information;

- Name of the Client
- Contact details for the client/service user that they contact on (e.g., their telephone number/email address)
- Date/time of contact (Date range can be accepted if not known exactly)
- Outline of the issue and any further relevant feedback information.
- Once the details have been established, we can fully review the issues and if there are any clinical aspects which require clinical review our Clinical Service Delivery Lead and Clinical Team will fully investigate to ensure our high clinical standards have been met and in to take any remediation action if this is not the case.

The client's wellbeing is paramount to us, and we would be happy to reach out to the client to first and foremost offer support. Secondly to discuss their feedback and finally to verify their consent to allow us to provide the outcome of the investigation back to the organisation.

This can be facilitated via a 'Consent to be Contacted' form which allows us to arrange a call with the client directly, link below:

<https://eform.pandadoc.com/?eform=f692fed9-f703-4bdf-90f1-4f4e23f1b1a2>

All our investigations, once we have been provided all the required details to investigate fully, will be completed and closed within our escalation response SLA of 10 working days. If we have been able to establish consent to share the outcome of this investigation from the client directly, the results of the investigation and the outcome will be reported back to the organization.

We hold ourselves to robust clinical standards, and continuously audit and review our team activity to ensure a quality service is provided.

We take all investigations seriously; our aim is to support and uphold investigations in a way that enables positive working relationships and a supported and satisfied employee.