



## **RAMP COMPLAINTS PROCEDURE**

### **Complaints About Registrants**

1. **Complaints about Clinical Practice**  
RAMP does not accept complaints about one registrant by another on commercial issues such as poaching of patients.
2. **An Informal Stage**  
In the event that a member of the public, or a professional, has concerns about a registrant of RAMP please contact us as soon as is practicable. The Complaints Manager may first recommend an informal process, so that both parties meet on neutral territory to discuss the concern and/or [if applicable] the allegation. If this is inappropriate or if matters cannot be resolved in this informal manner, the complainant is asked to send a letter of formal complaint to the Complaints Manager at RAMP.
3. **A Formal Stage**  
The letter of formal complaint should state the nature of the complaint and, if possible, which article of the Code of Practice is alleged to have been breached, and include the nature/extent of the incident, details of when the incident occurred, and what remedy is sought. RAMP acknowledges the complaint in writing as soon as possible (normally within 5 working days).
4. **Mediator Support**  
The Council appoints a mediator (if appropriate) for informal and formal complaints made against its registrants.
5. **Further Investigation**  
As part of our consideration process, we may invite the complainant to a meeting to discuss the complaint and provide any further details required. The complainant is at liberty to bring an independent person, such as an advocate, interpreter or mediator with them if they so desire.
6. **Written Reply**  
Once the facts have been established, RAMP sends a written response to the complainant. This gives a full description of the decisions taken, and the reasons for taking them. If any further action is needed, RAMP indicates what they are proposing to do.
7. **Ineligible Complaints**  
Where a complaint is made about a person who is not registered on this Register, the complainant is guided to more appropriate organisations.
8. **Complaints Manager**  
The Complaints Manager oversees all complaints and where necessary provides the complainant or witness with:
  - Any information they require to complete the complaints process.
  - Good advice in a fair and balanced manner when it appears to be

appropriate.

9. Confidentiality

Personal data on any practitioner is not shared without prior written consent from the individual, under the Data Protection Act 1998.

**Putting Matters Right**

RAMP contributes to correcting the balance of fairness when complaints are substantiated.

1. Removal from the Register

If a serious complaint is substantiated, the Council removes the registrant from the Register and amends the register held and the information publicly accessible, including the relevant information displayed on the website.

2. Liaison With Other Bodies

The Complaints Manager then informs:

- The RCVS
- The professional associations the registrant has shown on their application
- The insurance company providing the registrant's professional indemnity cover

3. Liaison with the Police

If a complaint is thought to be a criminal offence, the Council notifies the Police.

4. In the event that a complaint pertains to serious misconduct, the matter is handed over to any other investigating body as felt relevant by the Council, after due consideration and a vote according to the rules. Normal complaints procedures may be modified if another investigating body requires cooperation. During investigation the registrant is suspended from the register until the process is complete.

**Obvious Fairness**

RAMP wishes its decisions about complaints to be fair, transparent, consistent and explained clearly.

1. Where complaints are being overseen by the RAMP Council, the complainant is assured that their complaint remains confidential within the process (where possible) and informed in advance where details need to be shared. Also the complaint is not overseen or evaluated by anyone about whom the complaint is made - before or after the event.
2. Information that is given to the RAMP Council for the purpose of a complaint, is kept and dealt with in compliance with the Data Protection Act 1998.
3. All complaints are dealt with in a fair, transparent and consistent manner throughout the entire process.
4. RAMP explains clearly its decisions relating to removal from the Register.