



# Conduct of OEUK Medical Examinations

## Complaints Procedure

Issue 1  
January 2025

MS8

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## 1 Introduction

Applicants for inclusion on the register of Medical Examiners administered by OEUK must meet the industry requirements set out in the application/annual renewal form and must agree to comply with the Code of Conduct for Medical Examiners. This will ensure the utmost professionalism and best possible service to examinees and employing companies.

This Complaints Procedure describes methods for addressing any issues with service delivery and it also provides a mechanism to resolve differences in professional opinion.

Our aim is to ensure the integrity of the industry developed medical process, whilst also ensuring that examinees receive a consistent experience when undergoing an assessment of their fitness to work in an offshore environment on the UK Continental Shelf under OEUK guidelines (an **OEUK Medical Assessment**) with any Medical Examiner on the register administered by OEUK.

The Medical Examiners on the register administered by OEUK must cooperate with this procedure and are required to abide by and comply with the decisions made during the complaints process.

As part of administering the register of Medical Examiners OEUK will:

- Ensure that all complaints are treated seriously.
- Ensure that all complaints are dealt with promptly and politely.
- Ensure that all complaints are dealt with fairly and consistently.
- Take learnings from complaints and use them to improve service levels.
- Regularly review this Complaints Procedure.

## 2 Complaints Procedure

All complaints related to OEUK Medical Assessments should be handled under this procedure.

Complaints typically relate to the outcome of an OEUK Medical Assessment, or the conduct/performance of a Medical Examiner in relation to an OEUK Medical Assessment, and in such cases will probably be initiated by the examinee. Concerns related to the conduct/performance of Medical Examiners in relation to an OEUK Medical Assessment separately from the outcome of an individual medical may be raised by examinees, employing companies or other stakeholders. OEUK may also initiate a complaint under this Complaints Procedure at any time.

Any concerns about the application of this Complaints Procedure can be escalated to the corporate OEUK procedure: [Complaints | Offshore Energies UK \(OEUK\)](#)

### 2.1 First Instance – Stage 1

In the first instance any complaints should be made in writing and directed to the OEUK Medical Advisor ([medicaladviser@OEUK.org.uk](mailto:medicaladviser@OEUK.org.uk)).

Upon receipt of a complaint, the OEUK Medical Advisor will investigate and seek to resolve all clinical, performance and/or conduct concerns regarding any Medical Examiners on the register administered by OEUK. We anticipate that most issues will be capable of being resolved at first instance, to the satisfaction of all parties.

A summary of the outcome of a first instance complaint will be recorded in writing and held by OEUK for 24 months.

Complaints on first instance will be dealt with as a priority within 20 [working?] days of receipt of the complaint by the OEUK Medical Advisor.

### 2.2 Stage 2

Where complaints cannot be resolved at first instance they will be categorised and investigated in line with the process flow below.

*[Note: Should there be wording included to provide that OEUK can temporarily remove a Medical Examiner from the register / require them not to undertake any OEUK Medical Assessments whilst a complaint is being investigated at stage 2?]*

#### 2.2.1 Clinical Concerns

Clinical concerns, including the outcome of medical examinations, differences of professional opinion, concerns about the clinical application of the guidelines, or clinical tests performed will be dealt with at first instance as above (2.1).

If the complaint cannot be resolved at first instance it will be escalated to a review panel of 3 doctors. These doctors will be identified by OEUK based on them having recent and regular experience of carrying out OEUK medicals.

The complaints review panel will consider the complaint (including all relevant documentation and information) and will provide a decision to the complainer in writing. If the members of the complaints review panel are not all in agreement as to the outcome, a majority decision will be sufficient.

The complaints review panel will endeavour to provide a written outcome to the complainer within 15 [working] days from the complaint being passed to them. If it is not possible for the complaints review panel to deal with a complaint within that timeframe, the complainer will be notified and kept informed of the progress being made.

The complaints review panel's decision, including any recommendations, will be notified to the relevant Medical Examiner in writing.

[Copies of the written outcome letters will be held by OEUK for 24 months.]

### **2.2.2 Performance or Conduct Concerns**

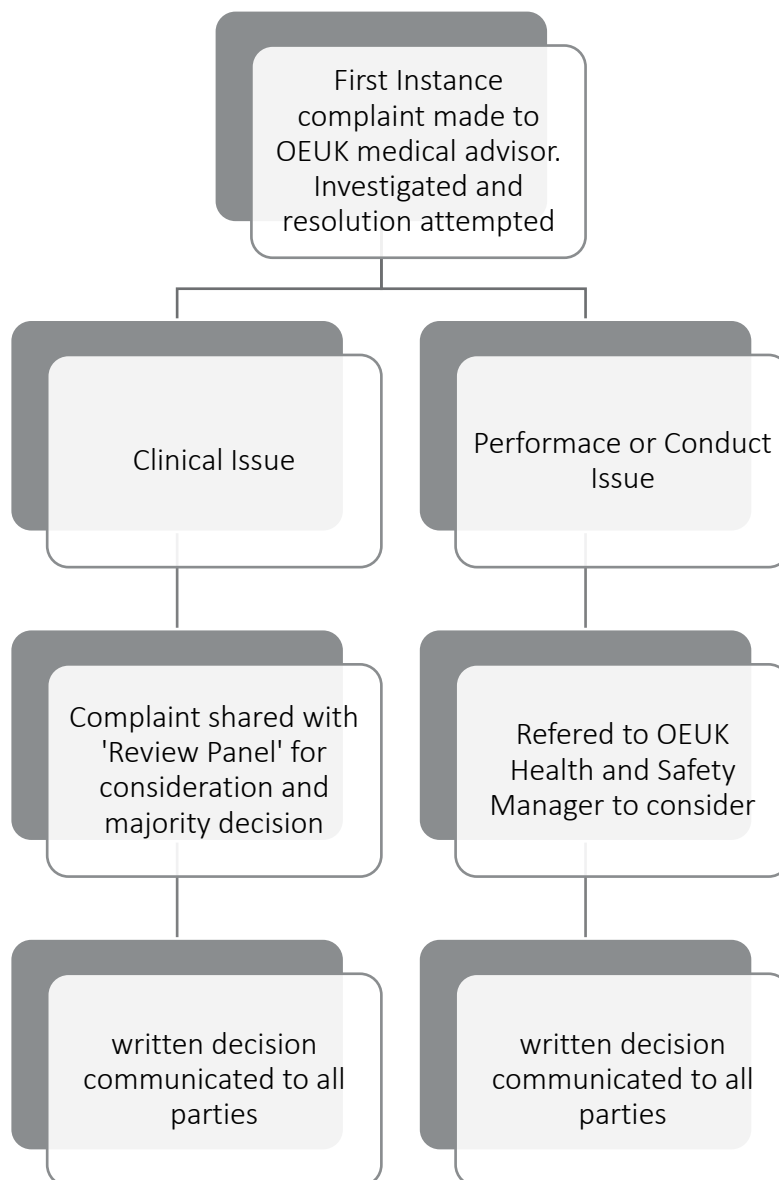
Performance or conduct concerns unresolved at first instance will be investigated by the OEUK Health & Safety Manager. The OEUK Health & Safety Manager will consider the complaint (including all relevant documentation and information) and will provide a decision to the complainer in writing.

The OEUK Health & Safety Manager will endeavour to provide a written outcome to the complainer within 15 [working] days from the complaint being passed to them. If it is not possible for the OEUK Health & Safety Manager to deal with a complaint within that timeframe, the complainer will be notified and kept informed of the progress being made.

The OEUK Health & Safety Manager's decision, including any recommendations, will be notified to the relevant Medical Examiner in writing.

[Copies of the written outcome letters will be held by OEUK for 24 months.]

### **2.2.3 Process Flow**



### 2.3 Decisions

OEUK will always seek to engage with both parties and reach an amicable outcome for all involved with a focus on proportionality and fairness.

OEUK Medical Examiners who have been the subject of a Stage 2 complaint must comply with the decision of the complaints review panel / the OEUK Health & Safety Manager (as the case may be) and any recommendations made.

In cases where:

- a serious complaint about a Medical Examiner is upheld,
- the Medical Examiner is found to be in breach of the Code of Conduct for Medical Examiners
- the Medical Examiner has been completely uncooperative during the complaints process
- the Medical Examiner has failed to take the resolution actions identified during the complaints process and notified to them in writing
- there is a serious cumulative concern evidenced by repeated complaints and issues,

the decision may be taken [by the OEUK Medical Advisor] to permanently remove the Medical Examiner from the register. In such cases, the Medical Examiner will be required to cease conducting OEUK Medical Assessments with immediate effect.

## 2.4 Confidentiality

Insofar as is possible, we will treat complaints in confidence and will make every attempt to ensure that both the complainant and OEUK maintain confidentiality. However, the circumstances might dictate that it may not be possible to maintain confidentiality (each complaint will be different and assessed on its own circumstances). Should this be the case, the situation will be explained to the complainant.

## 2.5 Right to appeal

There is no right of appeal under this Complaints Procedure.

Complaints about the application of this Conduct of OEUK Medical Examinations Complaints Procedure may be made using the OEUK Corporate Complaints Procedure.

Further details: [Complaints | Offshore Energies UK \(OEUK\)](#)





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**OGUK Technical Notes**

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**Technical Notes are part of the OGUK suite of Guidelines, free for our members.**

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