

## **MenoHealth Malpractice and Maladministration policy**

This policy describes the conduct that MenoHealth would regard as malpractice and maladministration and the process that will be followed should malpractice or maladministration be suspected by a stakeholder.

### **Malpractice**

Malpractice is defined as;

*“A failure to exercise the degree of professional knowledge, skill or behaviour, that leads to an instance of negligence, unethical practice, or incompetent professional behaviour”.*

Examples of malpractice can include but are not limited to the following:

- Operating outside of the MenoLeader agreement contract.
- Failing to act in the best interest of a learner, customer or MenoLeader.
- Failing to promote or maintain practice based on current knowledge and research.
- Operating outside of relevant legal responsibilities and accountability.
- Breaching confidential information.
- Failing to work within outlined policies and procedures such as Equality and Diversity or Data Protection policies.

### **Maladministration**

Maladministration is defined as:

*“Any act, failure to act, falsification or omission, whether deliberate or not, which results in the inability to substantiate a claim in regard to acquiring or maintaining a contractual agreement with MenoHealth”*

Examples of maladministration can include but are not exclusive to the following:

- Falsification of records.
- Omission of information.
- Failure to comply with all reasonable requests made by MenoHealth in support of its administrative duties or investigations.
- Falsification of information relevant to MenoHealth administrative duties or investigations.
- Failure to disclose information relevant to MenoHealth administrative duties or investigations.

Malpractice and maladministration have the potential to threaten the integrity of MenoHealth and as such, will be dealt with quickly and rectified as soon as possible. Stakeholders who identify, or suspect, that malpractice or maladministration has taken place should follow the procedure detailed below.

## Reporting Malpractice or Maladministration

Contact MenoHealth via:

- Telephone – 0121 679 8293
- Email – info@menohealth.co.uk

MenoHealth will acknowledge receipt of the reported incident within 24 hours. In order to deal with the report, MenoHealth will request the following information:

- Full name.
- A description of the suspected malpractice or maladministration including:
  - Date(s),
  - Time(s),
  - Location,
  - Description/details of the suspected malpractice or maladministration,
  - Copies of evidence such as letters, emails, papers etc. that may aid the understanding of the report,
  - Other relevant information.
- Stakeholder contact details (e.g. telephone, email etc.).

If it is considered necessary to do so by MenoHealth, further information might be requested.

If a stakeholder wishes to make their allegation of malpractice or maladministration anonymously, they must inform MenoHealth of this at the earliest opportunity, and MenoHealth will endeavour to comply with this request where reasonably practicable.

MenoHealth reserves the right not to investigate cases where the reported information does not provide reasonable grounds or sufficient evidence on which to undertake an investigation.

In all other cases MenoHealth will investigate the report of malpractice or maladministration and provide the stakeholder with a formal response within 20 working days from receipt of the report. For the purposes of this policy, a working day relates to 9am – 5.30pm, Monday to Friday.

The response from MenoHealth will include some or all of the following:

- Findings from the investigation.
- Conclusion from the malpractice and maladministration process.
- Information aimed at aiding understanding of how these conclusions were made.
- The conclusions will either be:
  - A finding that malpractice or maladministration has occurred,
  - A finding that based on the evidence that malpractice or maladministration has not occurred.

- Contact details for a member of MenoHealth team, should the stakeholder like to discuss the report further.

Where the findings conclude that malpractice or maladministration has occurred, MenoHealth will take appropriate action and this may result in MenoHealth instituting disciplinary proceedings pursuant to the relevant process. If a stakeholder is not satisfied with the way in which MenoHealth carried out its investigation of the stakeholder's allegation, they should discuss it with the member of the MenoHealth team that is dealing with it or refer to the Complaints Procedure to make a complaint.

### **Summary**

Malpractice and maladministration are potentially threatening to the integrity of MenoHealth and as such, claims will be treated seriously, promptly and confidentially. Information obtained throughout the investigation process will be handled sensitively in accordance with the applicable laws, whilst acknowledging that it may be necessary to inform relevant MenoHealth personnel and other third parties, who need to be aware of the investigation or its outcomes.