



## For GMB Members in **ASDA STORES**

**GMB – WORKING FOR YOU IN ASDA**

July 2009 - 45

# OCCUPATIONAL HEALTH Complaints

Dear Colleagues

As you are aware Asda have recently introduced an Occupational Health advisory service to help and support colleagues that are absent from work or who are suffering ongoing illnesses.

As per my previous bulletin no 43 regarding possible complaints of the service, we found out the company that provides Occupational Health Services to Asda Stores are People Asset Management Limited. They have an in-house Complaints Department.

We have been advised by this company that if an Asda employee has a complaint to make regarding one of their Occupational Health Therapists the Asda employee should require a copy of the People Asset Management Ltd consultation policy; a copy should be available in store.

In the consultation policy it tells the employee how to make a complaint. Once the complaint has been made to People Asset Management Limited it should be dealt within their Complaints Department initially. If the complaint was of a professional conduct then this would be referred to the Medical Association, but most complaints are dealt within People Asset Management Limited.

If members do make a formal complaint to this organisation could they please also ensure that we are kept advised via the Regions and directly with my office.

**GARY SMITH**  
**NATIONAL SECRETARY**

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