

Imperial Road Complaint Procedure

- This new procedure is based on the **2009 NHS complaints regulation**
- This is a **two stage procedure**: stage 1 local resolution (the practice or PCT – the responsible body) and stage 2 is the Health Service Commissioner (Ombudsman).
- **Handling the complaint** should take into account:
 - Complaints are handled efficiently
 - Are properly investigated
 - Treated with respect and courtesy
 - Receive advice and assistance to understand the procedure
 - Receive a timely and appropriate response, stating the outcome of the investigation, and what action is planned.
- The **Complaints Lead** or responsible person is Dr Emmerson (or Dr Holden if the complaint is about Dr Emmerson)
- The **Complaints Manager** is responsible for managing the complaints procedure and is Dawn Davis (or Nicola Vardy if the complaint is about Dawn Davis).
- Complaints should be made within **12 months** unless there are mitigating circumstances.
- All complaints must be dealt with **confidentially**.
- A **complaint can be made orally, in writing or electronically**. If it is made verbally then a written record should be made and a copy sent to the complainant. All complaints should be recorded on the practice complaints form. All these forms should be saved by the complaints manager.
- Complaints should be brought to the complaints manager as soon as possible.
- **Oral complaints**, if resolved within 24 hours, do not need to follow the complaint procedure but do need to be recorded.
- The complaints manager should ensure that a written acknowledgement is sent within **3 working days** of receiving the complaint (if the acknowledgement is made orally a record should be kept).
- The complainant should be given a **copy of the written complaint** and offered the **opportunity to discuss** the complaint either by telephone or in person. They should be provided with the telephone number for **PALS** (0800 783 7279) to assist them if they need it.
- All complaints should be discussed between the complaints manager and complaints lead to decide how to consider the complaint
- A full response should be provided within **6 months** or a written explanation as to why this is not possible should be sent to the complainant. 25 days is preferred by the PCT.

- **Response to the complaint** should set out in writing and include:
 - How the complaint was considered.
 - The conclusions reached.
 - Remedial action planned.
 - And whether the practice is satisfied that all relevant has or is being taken.
 - Advise that the complainant can refer their case to the Health Service Commissioner (Ombudsman) if they remain dissatisfied.
 - The address is:
Health service Ombudsman for England.
Millbank Tower,
Millbank,
London,
SW1P 4QP
Tel 0345 015 4033
Fax 0300 061 4000
www.ombudsman.org.uk

All responses should be **checked by the complaints manager and the complaints lead before sending.**

- The practice will provide an **annual report** to the PCT which must contain:
 - The number of complaints received.
 - The number of complaints considered well founded
 - The number of complaints referred to the Ombudsman
 - The subject matter (exclude confidential information)
 - Matters of general importance arising (lessons learnt)
 - Details of actions taken to improve services.
- A file of all complaints must be kept by the complaints manager and **discussed annually at a partners meeting** prior to the annual report being written.
- A front sheet must be completed for every complaint to assure the procedure in complied with.
- The practice **complaints procedure must be publicised.**

Front Sheet – Imperial Road Complaints Procedure

Date Complaint received:	
Brief detail of complaint :	
Date acknowledgement sent:	
Copy of written complaint sent?	Yes / No
Discussion with patient offered?	Yes / No
How complaint investigated:	
Conclusions reached (including lessons learnt and action taken):	
Date response sent to complainant:	
Copy of response in file?	Yes / No
Risk assessment made?	Yes / No
Ombudsman involved?	Yes / No
Signed by	Complaints manager: Complaints lead: Date: