



ASSURANCE FRAMEWORK COMMITTEE

TERMS OF REFERENCE

COMMITTEE	Complaints Review Group
PURPOSE	The Complaints Review Group will provide assurance to The 3E's Steering Group around all aspects of complaints and their management. This will also include all complaints made under the Children Order Complaints Procedure
MEMBERSHIP	<p>Chair: Joint Chair Non-Executive Directors</p> <p>Membership: 2 Non-Executive Directors Medical Director Co-Director of Risk & Governance Representatives of the Service Directorates Senior Manager for Complaints and Legal Services</p> <p>In attendance: Any relevant person or organisation may be invited to attend where deemed appropriate</p> <p>Secretary: As determined by the Senior Manager for Complaints and Legal Services</p> <p>Member Appointments</p>
DUTIES	<p>The Complaints Review Committee will provide assurance to the 3E's Steering Group</p> <p>Review and monitor all complaints and their management.</p> <p>Provide assurances that all complaints are appropriately investigated and responded to within Trust procedures</p> <p>Monitor complaints to ensure that they are dealt with within the specified timescales and monitor performance against relevant targets</p> <p>Identify trends/areas of concern and ensure that where possible, corrective action is recommended/ taken</p> <p>To ensure that any lessons learned from complaints are shared within the Trust and where appropriate across the HSC.</p> <p>Identify areas for service improvement</p>

	<p>Where appropriate, consider reports of complaint reviews commissioned as a result of serious complaints</p> <p>Monitor the recommendations/actions arising from any independent review carried out by the Ombudsman or the Regulation and Quality Improvement Authority in relation to complaints.</p>
AUTHORITY	The Complaints Review Group is authorised by The 3E's steering Group to investigate or have investigated any activity within its terms of reference. This would include reviewing all relevant documentation, interviewing staff and meeting with complaint where appropriate in relation to the complaint and its management.
MEETINGS	<p>Quorum Four members, one of whom must be a Non Executive Director</p> <p>Frequency of Meetings The Committee will meet four times per year. The meeting shall be normally held at Trust Headquarters.</p> <p>Papers A quarterly Monitoring Report and associated papers will be presented at each committee meeting</p> <p>The Committee shall also consider and approve the End of Year Report on complaints for the inclusion in the Trust's Annual Report</p> <p>The agenda and papers for the meeting will be issued to all members three working days prior to the date of the meeting A structured minute of the proceeding will be taken and presented to the committee for approval at the next meeting</p> <p>Withdrawal of individuals in attendance Any member withdrawing their attendance from the committee must ensure an appropriate representative attends</p>
REPORTING	The Complaints Review Committee is directly accountable The 3E's Steering Group.
CONFLICT/ DECLARATION OF INTEREST	All members of the committee will be asked at the beginning of the meeting to declare any conflict of interest
REVIEW	The purpose, function and terms of reference will be reviewed on an annual basis