# Specialist Hospitals & Women's Health





**Complaint Received in Complaints Department** 

### **Complaints Department**

- Acknowledges complaint.
- Grades complaint using risk matrix.
- Sends complaint to the relevant Service Area for a response, advising of timescale.
- CC to: Co-Director, Associate Medical Director & Governance Manager.
- CC relevant complaints to: Relevant lead if a professional issue; Director if high risk or professional issue.

## Service Area

- Completes tracking sheet.
- Consider if it can this be dealt with locally? (Phone call, meeting etc.)
- Sends complaint to and receives responses from relevant staff.
- If an incident occurred ensure IR1 form is completed.
- Considers & obtains peer review, if required.
- Ensures all questions are answered.
- Identifies actions and learning.
- If the response is not going to be ready within the required timescale, inform the Complaints Department of the reason for delay and possible timeframe.
- Checks the tone of letter, writes the response. \*\*
- Returns it to the Co-Director for quality assurance.

## <u>Co-Director</u>

- Quality assures the response.
- Clarifies any discrepancies.
- Approves the response.
- Sends response to the Complaints department.

#### Complaints Department

Quality assures the response to ensure all issues are addressed, the tone is appropriate and that it is grammatically correct before sending to the Director for signature.

## <u>Director</u>

- Approves the response.
- Signs it and sends it to the complainant.

## Headquarters

- Sends signed response to the Complaints Department for closure.
- Sends the tracker to; Co Director

## Complaints Department

- Forwards the final letter to the Service Area, Co-Director, Associate Medical Director, Governance Manager, Associate Director of Nursing if a nursing issue.
- CC to: Co-Director, Associate Medical Director & Governance Manager.
- CC relevant complaints to: Relevant lead if a professional issue; Director if high risk or professional issue.

#### <u>Service Area</u>

- Shares a copy of the final response to the relevant area/staff.
- Returns file to the Complaints Department, electronically.
- June 2016 \*\* when more than one Service Area involved and advised by the Complaints Department that your Service is 'lead'

- incorporates the responses from other services