



Business Services
Organisation

Directorate of Legal Services

— PRACTITIONERS IN LAW TO THE
HEALTH & SOCIAL CARE SECTOR —

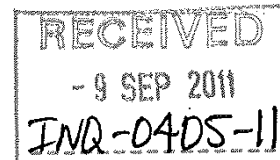
2 Franklin Street, Belfast, BT2 8DQ
DX 2842 NR Belfast 3

Your Ref:
BC-0043-11

Our Ref:
HYP B04/1

Date:
8th September 2011

Ms Bernie Conlon
Inquiry Secretary
Arthur House
41 Arthur Street
Belfast
BT1 4GB



Dear Madam

RE: INQUIRY INTO HYPONATRAEMIA RELATED DEATHS

I refer to your letter dated 28th July 2011 (BC-0043-11) and now enclose Trust Policy TP22/98 Management of Formal and informal Complaints.

I confirm that this policy would have been in place in 2004.

Yours faithfully

Wendy Beggs
Wendy Beggs
Assistant Chief Legal Adviser

Direct Line: [REDACTED]

Email: [REDACTED]

Providing Support to Health and Social Care



**THE ROYAL HOSPITALS AND DENTAL HOSPITAL
HEALTH AND SOCIAL SERVICES TRUST**

TP22/98
SUPERSEDES TP6/95

**TRUST POLICY
MANAGEMENT OF FORMAL AND INFORMAL COMPLAINTS**

DEFINITION

Any expression of a perceived wrong or grievance regarding an aspect of the service provided is classed as a complaint (1)

BACKGROUND

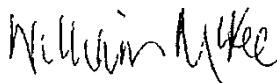
The Royal Hospitals Trust is continually striving to improve the quality of service it offers to patients, relatives and visitors. The Trust welcomes suggestions and expressions of dissatisfaction which in turn provide valuable feedback on service performance. Each member of staff has a responsibility to ensure that situations which may lead to complaints are avoided or dealt with at local level (2). In the event of failure to resolve the complaint at local level, the Trust will focus on satisfying complainants' concerns while being fair to practitioners and staff.

RATIONALE

All staff are aware of how to manage complaints and complainants in a professional manner.

POLICY

- The Patients' Charter should be displayed in all patient areas
- All patients and their relatives will know that they have a right to complain
- All patients and their relatives will have access to leaflets describing the Complaints Procedure
- Initially complaints should be handled at local level and resolved if possible
- Each Directorate / Department will have a mechanism for dealing with complaints
- If the mechanism fails at Local Resolution the Trust's procedure for the processing of complaints to Independent Review will be followed (4)
- At all stages of the Complaints Procedure the complainant has the right to refer the complaint to the Ombudsman (5)



W S McKee
Chief Executive
September 1998

REFERENCES

- (1) Citizen's Charter Complaints Task Force
"Putting Things Right", June 1995 HMSO
- (2) "Being Heard" - A Review of the NHS Complaints Procedure, May 1994
- (3) "Acting on Complaints" HPSS Management Executive, March 1995
- (4) Guidance on Implementation of New Complaints Procedure HPSS Management
Executive Summary, February 1996
- (5) The Northern Ireland Ombudsman, December 1997