



Responding to complaints

Our values are to deliver high quality care that puts the patient and their families first and to have open, honest and transparent communication with them at all times.

Everyone has a right to have their views heard, acted upon and resolved quickly and professionally, reflecting our own standards that we want patients and their families to feel safe, cared for and confident in their treatment.

Key points for staff to help improve the way we respond to complaints:

- Receiving feedback on the services we provide is everyone's responsibility and we should reassure families that any subsequent care and treatment will not be compromised in any way if they decide to raise a concern
- All staff should familiarise themselves with the complaints policy (G01) which has been re-written to comply with the above reports and the recommendations made by Clwyd/ Hart review (2013)
- Any concern or complaint raised by a patient or family member should be discussed to facilitate, where possible, an immediate action and fast resolution
- In the event that this cannot be resolved immediately staff will escalate the concerns to a more senior member of staff and/or signpost the complainant to the PALS procedure and provide the PALS patient information leaflet
- Staff should document clearly any informal complaints/concerns in the communication record of the patient health care record
- When handling a formal complaint, lead investigators need to contact the complainant, clarify issues and **offer a meeting** with relevant staff within **three** working days of receipt.
- Meetings with complainants in many cases should be classed as the gold standard and encouraged when appropriate
- The lead investigator maintains regular contact and updates on progress with the complainant throughout the investigation
- If an extension beyond 25 working days is required this needs to be approved by the head of nursing/managing director before discussion with the complainant
- The lead investigator co-ordinates the production of the draft response
- Draft response along with the action plan and complaint record must be forwarded to the patient relations department to log centrally and provide assurance regarding actions and lessons learned

