

## **Information for Patients about Complaints Policy**

Best practice must ensure that any complainant has a fair hearing, an immediate response and the opportunity to notify their complaint to the Commission for Health Audit and Inspection (CHAI, formerly NCSC) where they are unhappy about how the complaint was handled or the outcome.

All complainants must have:

- Acknowledgement within 2 working days of receipt
- A full response made within 20 working days of receipt, or where investigation is still ongoing, a satisfactory update and expected resolution date
- Written updates as to all stages of investigation and action taken
- Confirmation within 5 working days of conclusion reached
- Access to CHAI contact information where they are dissatisfied with the outcome or handling of the complaint

Where the complaint has been received directly to a staff member or over the telephone, the same procedure outlined above is applied

### **Patient Information:**

All patients/carers must:

- Have access to the complaints procedure
- Be given support in using the complaints procedure

Where a young child is the complainant, staff must be aware of the difficulties the child has in being able to articulate their concerns and be able to help them overcome this.

### **NB: all information above can be found in the Patient Information Leaflet**

- The local CHAI (Commission for Healthcare Audit and Inspection) Office can be contacted at:

Peter House, Oxford Street, Manchester, M1 5AN

0207 448 9780 (although this is a London number, the call will be routed through to the Manchester branch with effect from 1<sup>st</sup> April 2004)

## **Complaints Process**

Best practice must ensure that any complainant has a fair hearing, an immediate response and the opportunity to notify their complaint to the Commission for Health Audit and Inspection (CHAI, formerly NCSC) where they are unhappy about how the complaint was handled or the outcome.

All written complaints must have:

- Written acknowledgement within 2 working days of receipt
- A full response made within 20 working days of receipt, or where investigation is still ongoing, a satisfactory update and expected resolution date
- Written updates as to all stages on investigation and action taken
- Confirmation within 5 working days of conclusion reached
- Access to CHAI contact information where they are dissatisfied with the outcome or handling of the complaint
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Where the complaint has been received directly to a staff member or over the telephone, the same procedure outlined above is applied

- Keep a record of any complaints received together with all documentation pertaining to it in the Complaints Log Book
- Notify the manager immediately a complaint is received and agree the course of action to take and who has responsibility for resolution
- Be aware of all types of complaints received and how they were resolved to ensure continuous improvement in clinic practice