

Complaints Handling and My Expectations

Please use the checklist below to ensure all requirements have been met.

<p>Is the response on headed paper?</p>	
<p>Does your response advise the patient that their care will not be affected by making this complaint?</p>	
<p>Is the response addressed to the complainant (unless it is a multi-agency complaint, in which case, address it to the Complaints Manager at NHSE)?</p>	
<p>Does the response apologise that the patient had reason to complain?</p>	
<p>Has the Practice responded to <i>all</i> issues in the complaint and <i>not</i> just the most important issues highlighted by NHS England?</p>	
<p>Does the response address the desired outcome specified by the complainant?</p>	
<p>If the response identifies any issues within the complaint that are being upheld, does the response state:</p> <ul style="list-style-type: none"> a) What happened? b) What should have happened? c) What action has been taken to address the problem and minimize the risk of it happening again? 	
<p>Where action has been taken has supporting evidence been included (eg reference to relevant clinical guidance/protocols)?</p>	

<p>If a safety issue was raised in the complaint has an incident form been completed retrospectively if not completed at the time of the incident?</p>	
<p>Does the response include the offer of a meeting to discuss the complaint/response?</p>	
<p>Has the final response been signed by the responsible person or person authorised to act on his or her behalf?</p>	
<p>Does the response demonstrate how service will be improved as a result of the complaint being made (including whether learning can be shared outside of the practice/provider if appropriate)?</p>	
<p>Does the response include reassurance that care and treatment has not been compromised by making the complaint?</p>	
<p>Please state whether the complaint has been:</p> <p>-----</p> <p>Upheld:</p> <p>-----</p> <p>Not Upheld:</p>	
<p>N.B: If any or all of a complaint is well founded then it should be recorded as 'upheld'. This is a field which must be completed on the annual information return to the Department of Health and HSCIC.</p>	