BRISDOC COMPLAINTS MANAGEMENT PROCEDURE

A compliant made on someone else’s behalf

Individual making a compliant

Where the complainant remains unhappy with the outcome of the complaint investigation, they are signposted to the Public Health Ombudsman or an advocacy service

Feedback to staff member by Line Manager

Complete complaint management tool and close

Meeting offered with the Investigating Manager to explain the investigation and/or cover additional questions asked by the complainant

Review at PDR meeting

Complaint details entered into the complaints management tool (CNA/CNSGP notification as necessary)

Consent from the patient obtained (where they have capacity) or evidence of a LPA. Next of Kin evidence if deceased

Acknowledgement will be made verbally or by letter sent with 3 working days, enclosing a copy of the service complaints leaflet

Complaints data included within the Corporate Dashboard

Review of complaints at Quality Board level where necessary identification of themes that present a risk to BrisDoc and that need including on the risk register

Noo

Yes

Compliant satisfied with response

Draft response reviewed by a BrisDoc Lead or Head of Service before being shared with the complainant (within 25 working days for GP OOHs and timescales agreed with complainant for other BrisDoc services

Regular progress reviews between Governance Team and Investigating Manager, extensions agreed with complainant as required

Staff member provides statement within set timescales and reviews draft response where appropriate

Investigating Manager investigates the complaint in timescale agreed with complainant, and drafts the response

Member of staff notified there has been a complaint made and who the Investigating Manager is who, will be contacting them for a statement. Case records and voice recordings pulled for the Investigating Manager. Investigating Manager shares details with staff members line manager where appropriate

Compliant details confirmed verbally or sent back to compliant for checking of accuracy and completeness

Complaint details captured in the message handling form and sent to Governance manager / Quality Manager

In writing

Verbally

In writing

Verbally