Complaints Management

## What is a complaint?

A complaint is an expression of dissatisfaction about an act, omission or decision of BrisDoc, either verbal or written, and whether justified or not, which requires a response. A few examples of complaints expressed are:

* Something which is against the choice or wishes of a patient
* The way treatment, service or care has been provided to a patient
* Discrimination against a patient
* How a service has been managed
* Lack of a particular service
* The attitude or other behaviour of staff

## Serious Complaints

If a complaint is an allegation or suspicion of any of the following, it should immediately be investigated as a formal complaint:

* Physical abuse
* Sexual abuse
* Financial misconduct
* Criminal offence

**In a situation where a person discloses physical/sexual abuse or financial misconduct, it must be reported as a Safeguarding concern, even if the person does not want to make a complaint.** Confidentiality should be maintained in such a way that only the managers and staff who are leading the investigation know the contents of the case. Anyone disclosing confidential/sensitive information to others who is not directly involved in the case should be dealt with under BrisDoc’s disciplinary procedure.

Any complaint, whether informal or formal, may not be straightforward and may lead to one or more of these apart from the complaint’s procedure:

* Disciplinary procedure
* Reporting to the Police
* Claims process
* Investigation into sexual harassment
* Grievance procedure

If BrisDoc is aware of a significant complaint or event (that is one where death or permanent injury occurred), the relevant Clinical Commissioning Group and the Commissioning Support Unit may be informed at the beginning of the next working day depending on the severity of the issue.

## The process of recording a complaint is as follows

The notification of complaint (by email/nhs111/writing/telephone call/shift report) is received

Open BOBIS and begin to record the details

Ensure a BOBIS documents folder is created

Speak/Make contact with the patient or the patients’ representative (if the patient is not the complainant a 3rd party consent form may be required)

Document the points that the complainant would like us to investigate

Save a copy of the voice recording in the BOBIS folder

Open Adastra and obtain a copy of the case record/records

Access the relevant voice recorder and add copies of the clinical or operational telephone calls to the BOBIS folder

Update BOBIS with any further information (Ensure that the BOBIS folder contains all correspondence/governance voice recordings or other documents

Email the new complaint (BOBIS electronic form., adastra case number, brief description of complaint, names of clinicians, and operational staff) to Clinical Leads and/or Service Delivery Manager

Acknowledge the complaint and share a copy of our complaints leaflet and a 3rd party consent form if required



Complaints must be responded to within 33 calendar days from receipt.

The response can be verbal or in writing depending on what the complainant requires.

Response letters are generally written by clinical or operational leads although, a number of complaints are closed down verbally either by a service/clinical lead or a member of the governance team (manage the patient’s expectation).

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If response is shared verbally ensure a copy of the voice recording is saved in the complaints folder

When the response has been shared with the complainant the BOBIS entry can be updated and marked as closed.