## **Complaints management process**

COMPLAINT RECEIVED ANYWHERE WITHIN THE TRUST:

- Written Complaint
- Face to face conversation
- Telephone discussion
- Meeting

Details passed to Complaints & Improvements (C&I) within 1 working day

Details entered on DATIX by C&I and acknowledged within 3 working days

Details emailed to DDNG/DDO/DC/GM/HON with template for acknowledgement and management plan

GM or delegate contacts complainant within 3 working days

Contact cannot be made, GM to notify C&I on day 3 and send further acknowledgement. Complainant told to contact GM re: management plan.

GM agrees management plan with complainant then completes template and acknowledgement and sends to complainant and copies to C&I

and then and drafts verbal resolution letter and sends to C&I department. Complaint response is sent out from Chief Executive and

complaint is closed on DATIX

GM resolves complaint there

GM undertakes investigation, keeps complainant updated and follows management plan

Response from GM whether managed, verbally, written or meeting is completed and this and all other records are sent to C&I. C&I ensure response is signed off and sent to complainant. Complaint closed on DATIX