

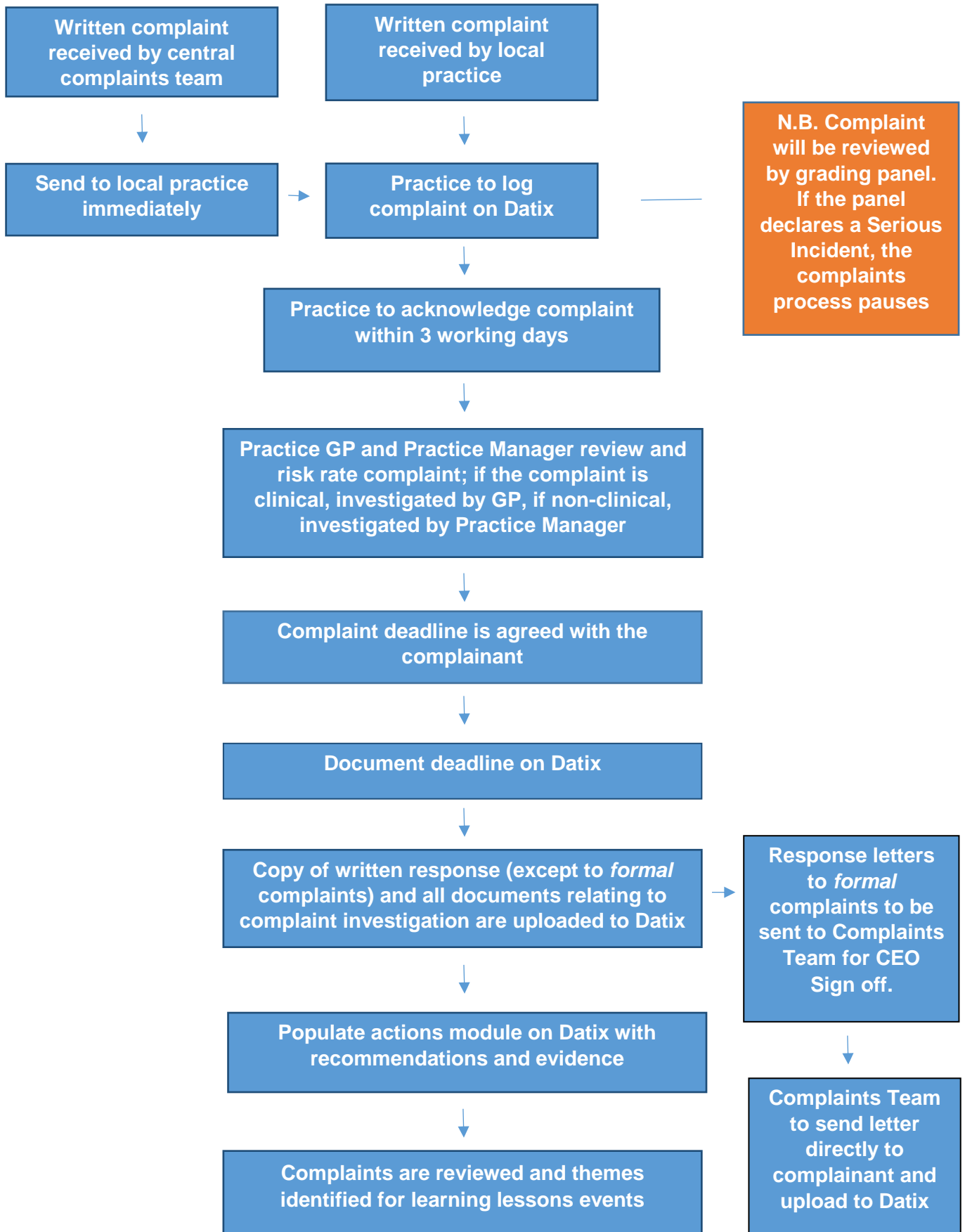
Primary Care Directorate
Complaints Process

Version	1.0
Approved By	Policy Review Group
Ratified By	Clinical and Non Clinical Policy Review Group
Date Ratified	20 th January 2021
Name and Job Title of Author	Dr Liz Dawson – Medical Director Charan Saduera – Associate Director for Quality, Compliance and Performance
Executive Director Lead	Mohit Venkataram
Implementation Date	1 st February 2021
Last Review Date	20 th January 2021
Next Review Date	20 th January 2024

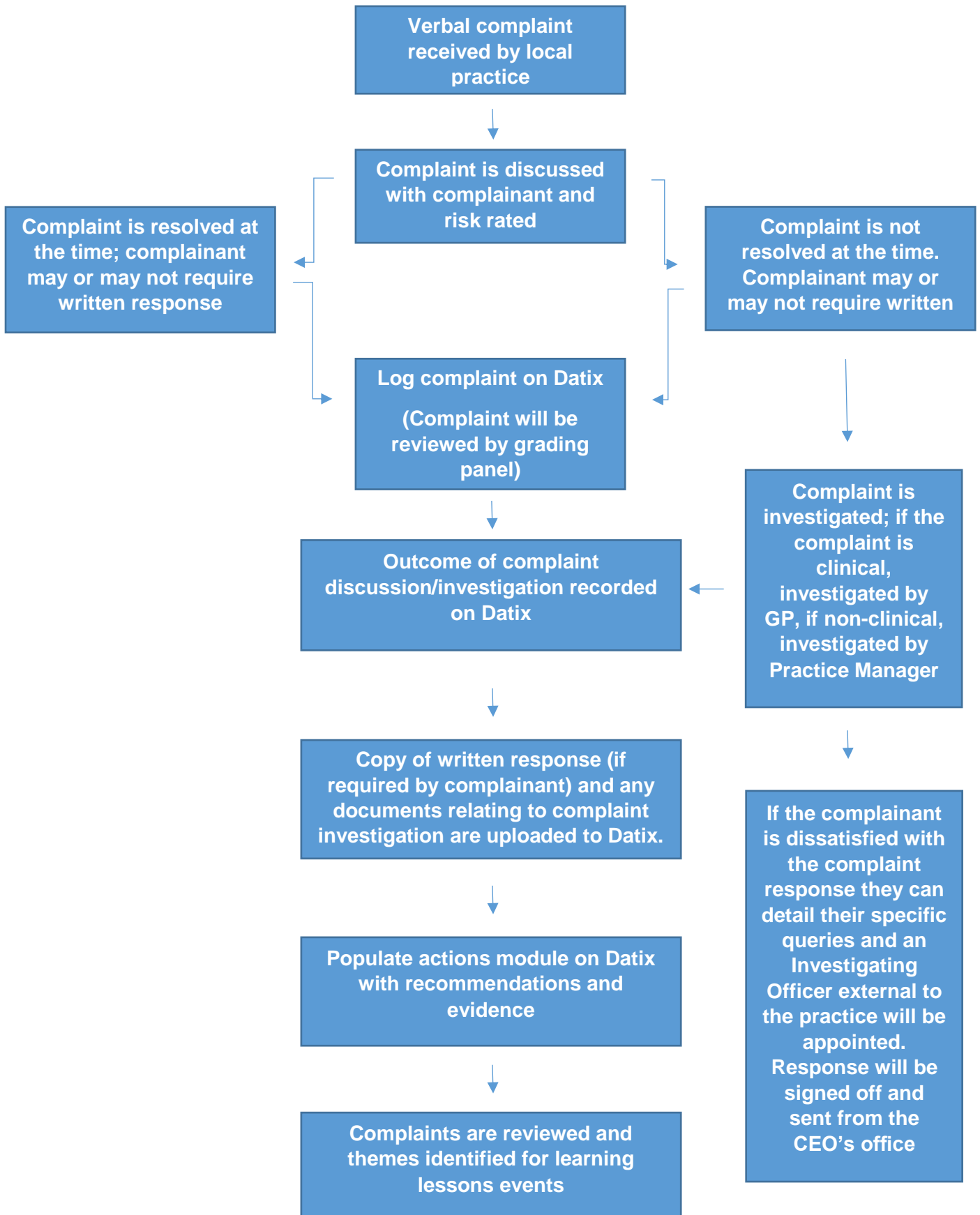
Version Control Summary

Version	Date	Author	Comment
1.0	December 2020	Dr Liz Dawson – Medical Director Charan Saduera – Associate Director for Quality, Compliance and Performance	New process for attachment to Trust Complaints Policy

Written Complaints



Verbal Complaints



Complaints Risk Rating Matrix

		LIKELIHOOD				
		1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost certain
C O N S E Q U E N C E	5 Catastrophic	5	10	15	20	25
	4 Major	4	8	12	16	20
	3 Moderate	3	6	9	12	15
	2 Minor	2	4	6	8	10
	1 Negligible	1	2	3	4	5

To consider:

- Is the patient or a staff member at immediate risk?
- Is there an immediate clinical risk?
- Is there a risk of reputational damage to the practice/Trust?
- Could there be a financial implication?
- Can the issue be resolved immediately?