

# 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 <sup>th</sup> January 2021	
	Dr Liz Dawson – Medical Director	
Name and Job Title of Author	Charan Saduera – Associate Director for Quality,	
	Compliance and Performance	
Executive Director Lead	tation Date 1st February 2021	
Implementation Date		
Last Review Date		
Next Review Date	20 <sup>th</sup> 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
1.1	24 <sup>th</sup> August 2023	Joanne Alder-Pavey Quality & Compliance Lead	Amend process for formal complaints

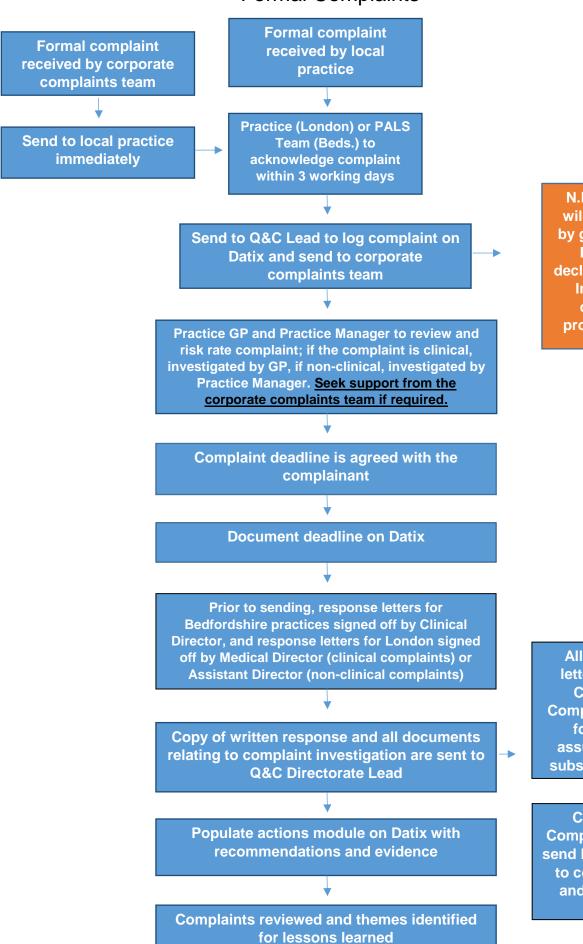
# Contents

Formal Complaints	1
PALS Complaints	2
Complaints Risk Rating Matrix	3

#### Primary Care Complaints Process



## **Formal Complaints**



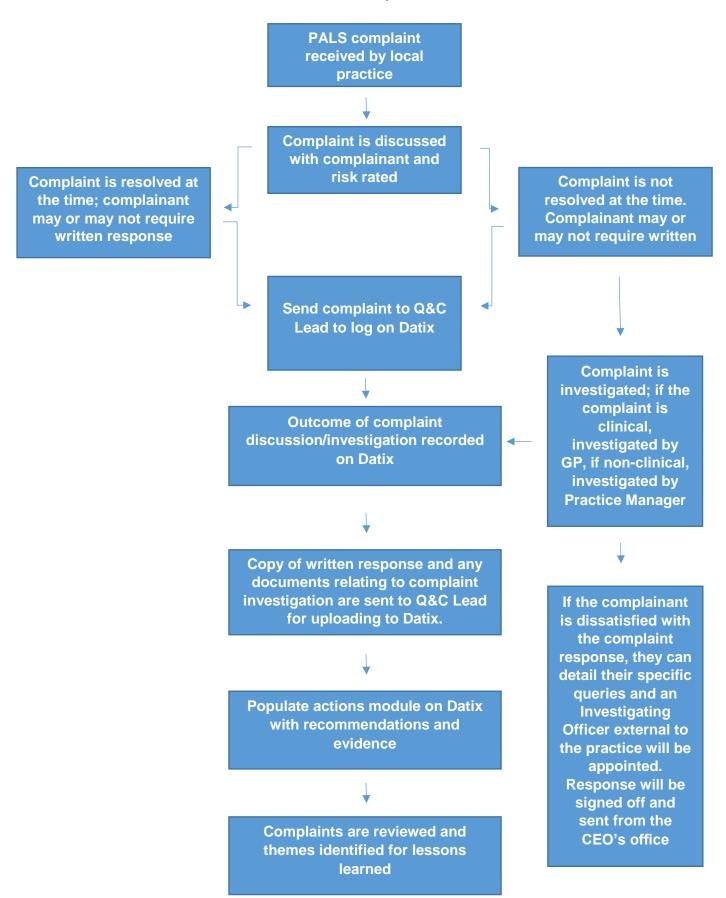
N.B. Complaint
will be reviewed
by grading panel.
If the panel
declares a Serious
Incident, the
complaints
process pauses

All response letters sent to Corporate Complaints Team for quality assurance and subsequent CEO

Corporate
Complaints Team
send letter directly
to complainant
and upload to
Datix



## **PALS Complaints**



#### Primary Care Complaints Process



## Complaints Risk Rating Matrix

#### LIKELIHOOD

5

Almost

certain

25

20

15

10

5

1 2 3 4 Possible Rare Unlikely Likely 5 5 10 15 20 Catastrophic C 0 4 4 8 12 16 N Major S Ē 3 Q 3 6 9 12 Moderate Ū Ε 2 N 2 4 6 8 Minor C Ε 1 2 3 4 Negligible

#### 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?