

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
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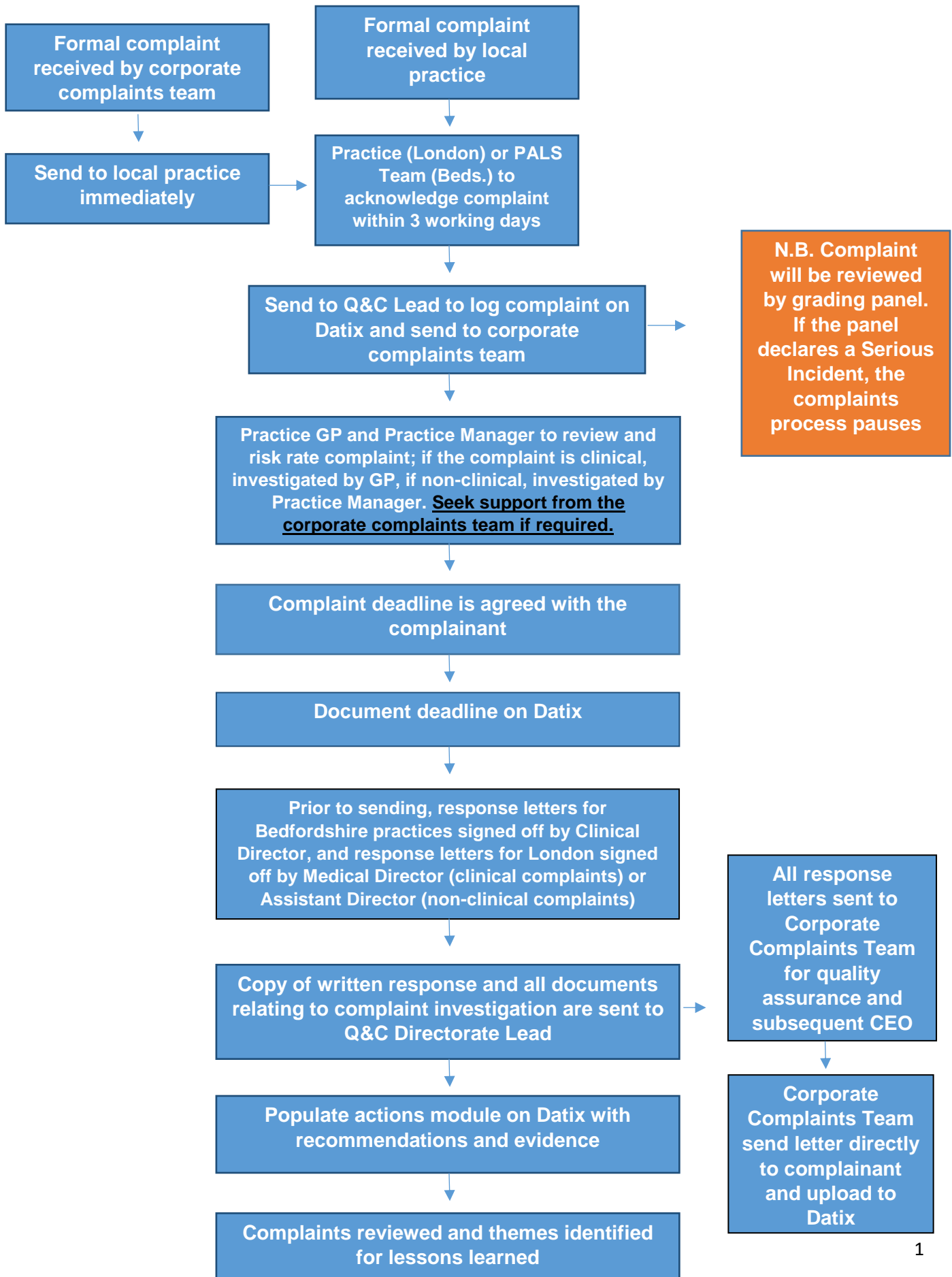
Version Control Summary

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 th August 2023	Joanne Alder-Pavey Quality & Compliance Lead	Amend process for formal complaints

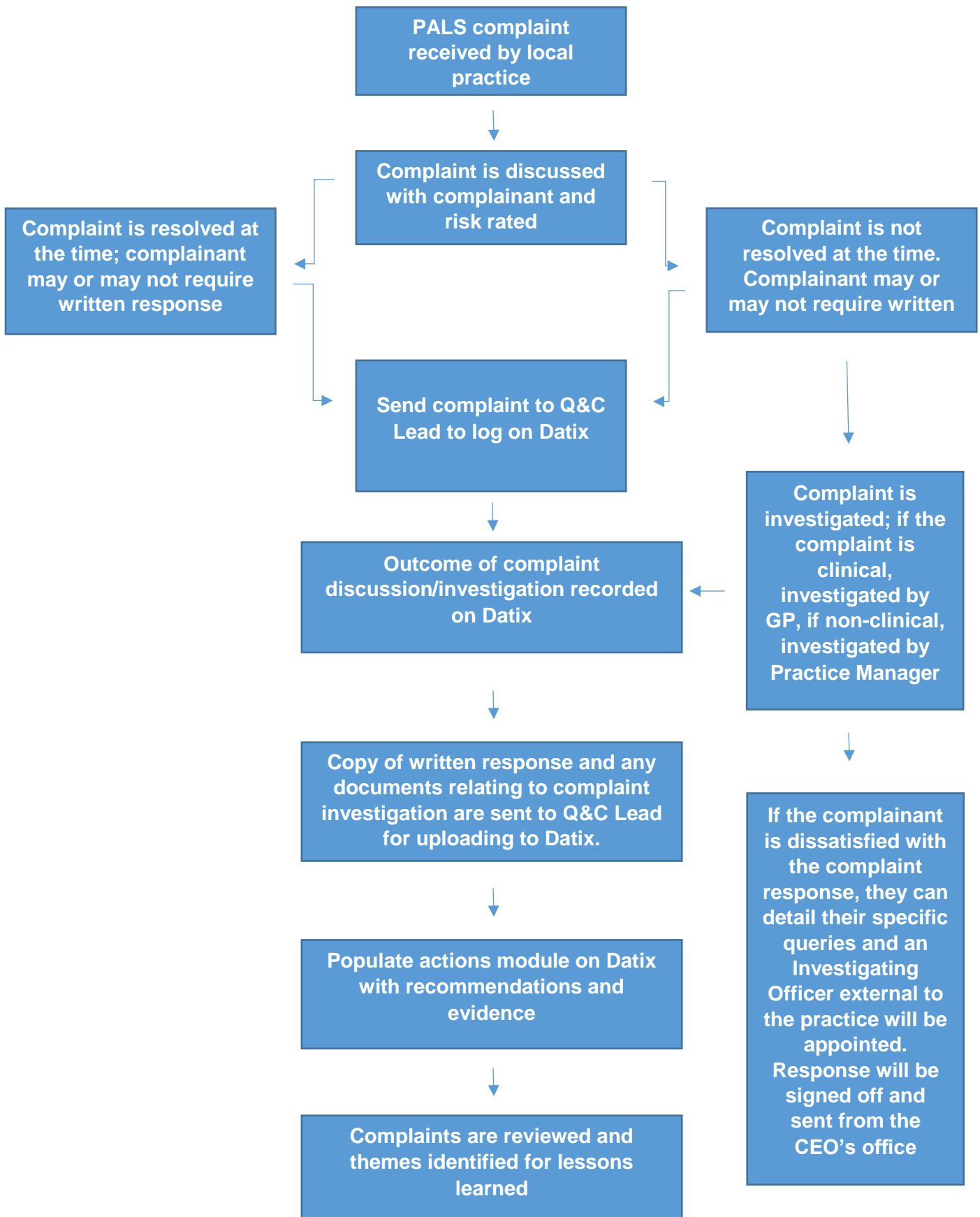
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Formal Complaints



PALS 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?