

## 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
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 <sup>st</sup> February 2021
Last Review Date	20 <sup>th</sup> January 2021
Next Review Date	20 <sup>th</sup> January 2024

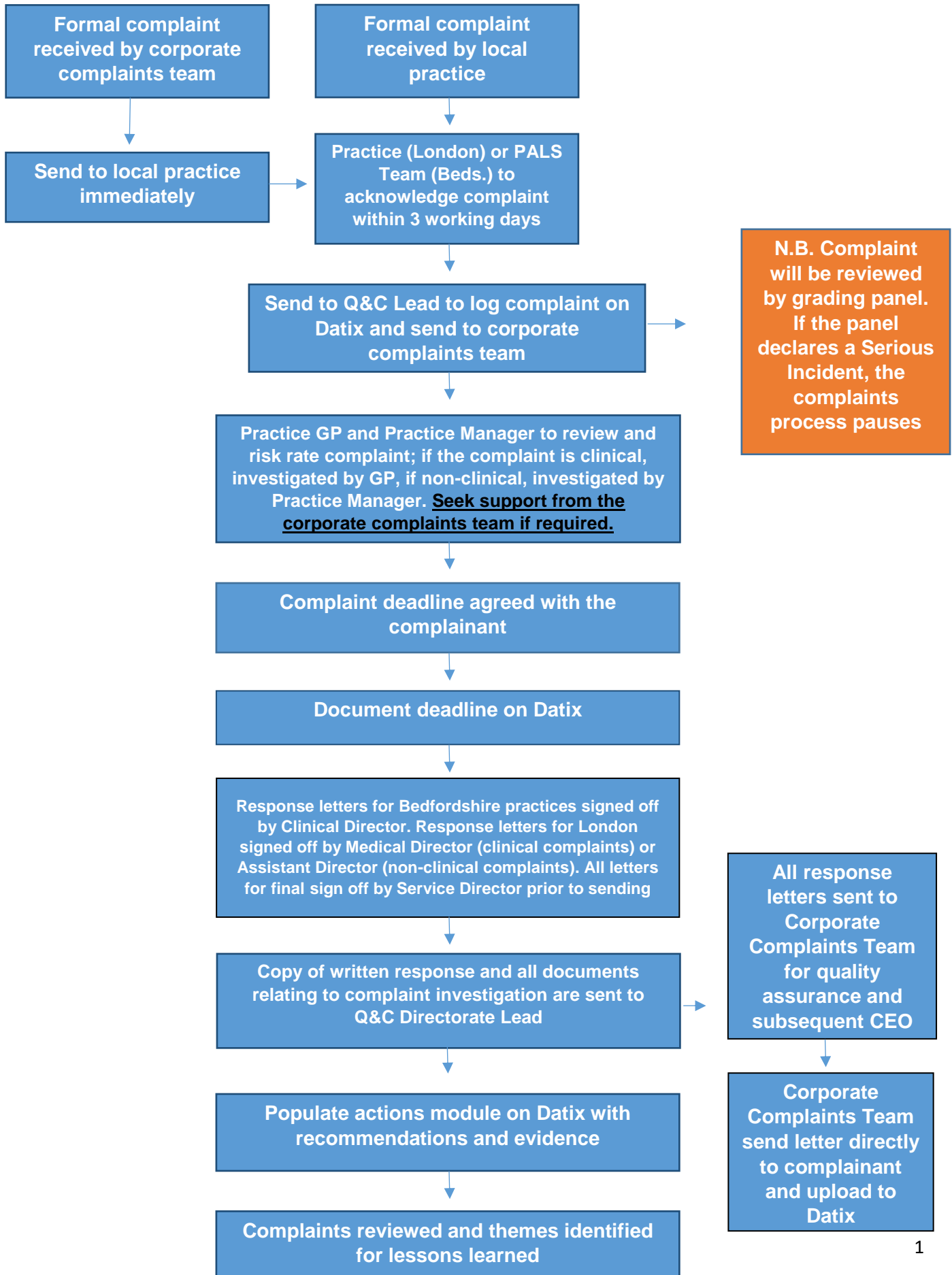
### Version Control Summary

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
1.2	12 <sup>th</sup> September 2023	Joanne Alder-Pavey Quality & Compliance Lead	Amend process for formal complaints

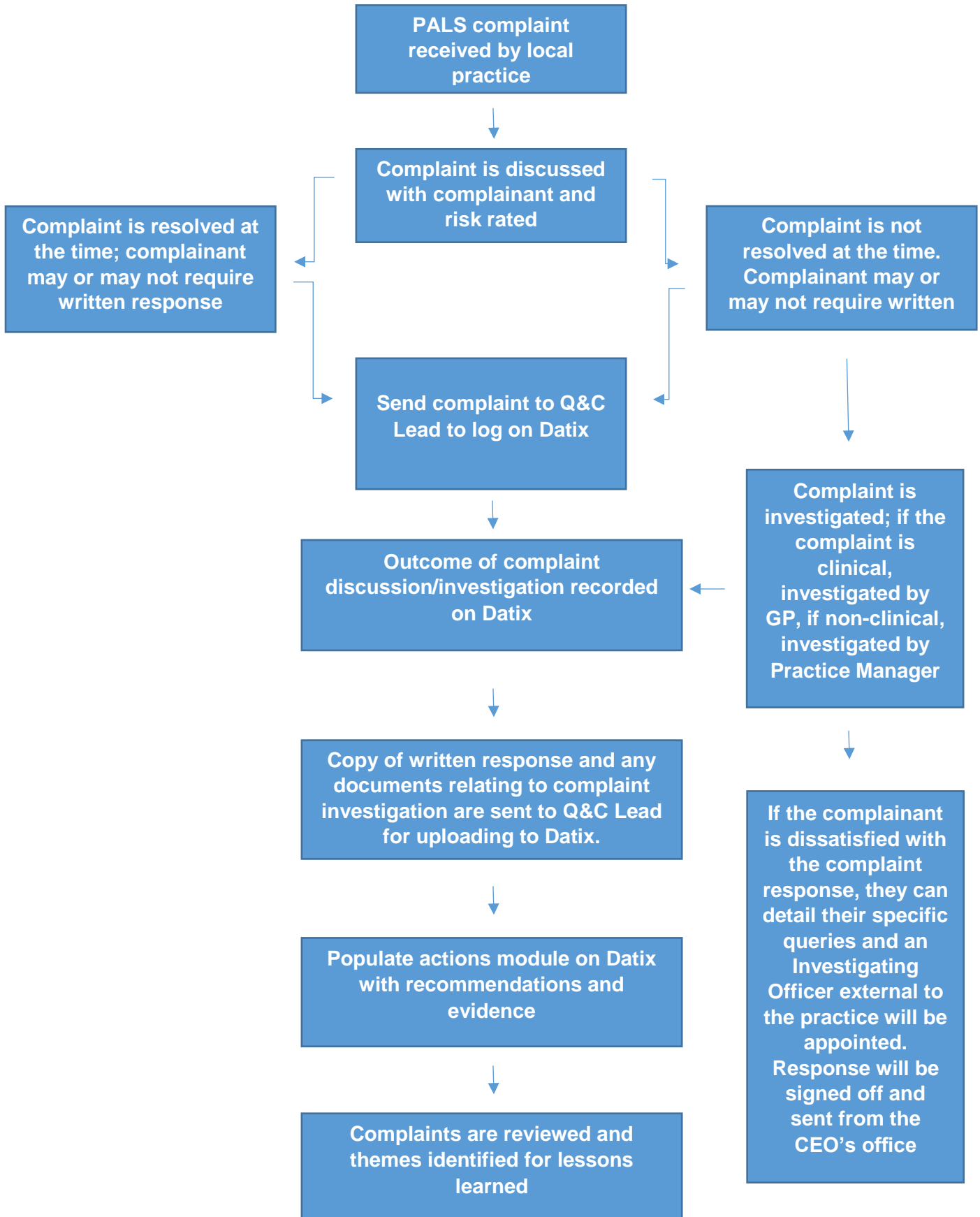
## Contents

Formal Complaints .....	1
PALS Complaints .....	2
Complaints Risk Rating Matrix.....	3

### 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?