

Management of Internal and External Complaints

1. Purpose

This procedure details the process for the management of complaints from service users.

2. Responsibilities

This work is carried out by the Manager/User.

3. Procedure

User responsibilities

On receipt of a complaint:

- record the details in the complaints record (Pro 179-510R) and add the new entry to the complaints register;
- investigate the complaint to determine the cause and when appropriate, undertake corrective action and monitor its effectiveness;
- determine any preventative action that can be taken;
- discuss as part of the annual management review agenda.

Placing a complaint:

- prior to placing a complaint, investigate the nature of the complaint to ensure that a correct/accurate complaint is placed;
- update the complaint register;
- record feedback from the third party and update the complaint register;
- undertake appropriate actions, record the findings and update the complaint register;
- investigate the effectiveness of the feedback;
- arrange to discuss complaints as part of the annual management review process.