

omplaint plai practice investigation plan; complaint; clinical review: consent

ESSENTIAL

You must upload all documents and relevant correspondence to CRM document store bar clinical patient records

Day 35 to 38

Day 39 to 40

Sign off procedure:

1. Send to subject expert if appropriate 2. Send to DCO for approval copy in business team 3. Amend response and send back to business team for signature 4. Back to case officer as signed pdf

Send all responses to complainant with copies to relevant parties including Performance & Contracting Team

SIGN OFF Enter date and name of each person the response is sent to and date of approval/sign off

RESOLUTION

Complaint upheld?; method sent; delay reason; referred to?; call classificiation; outcome; lessons learnt; actions taken; recheck catagorie and mark if upheld; check named practitioners

CHECK ALL FIELDS IN RECORD ARE COMPLETE