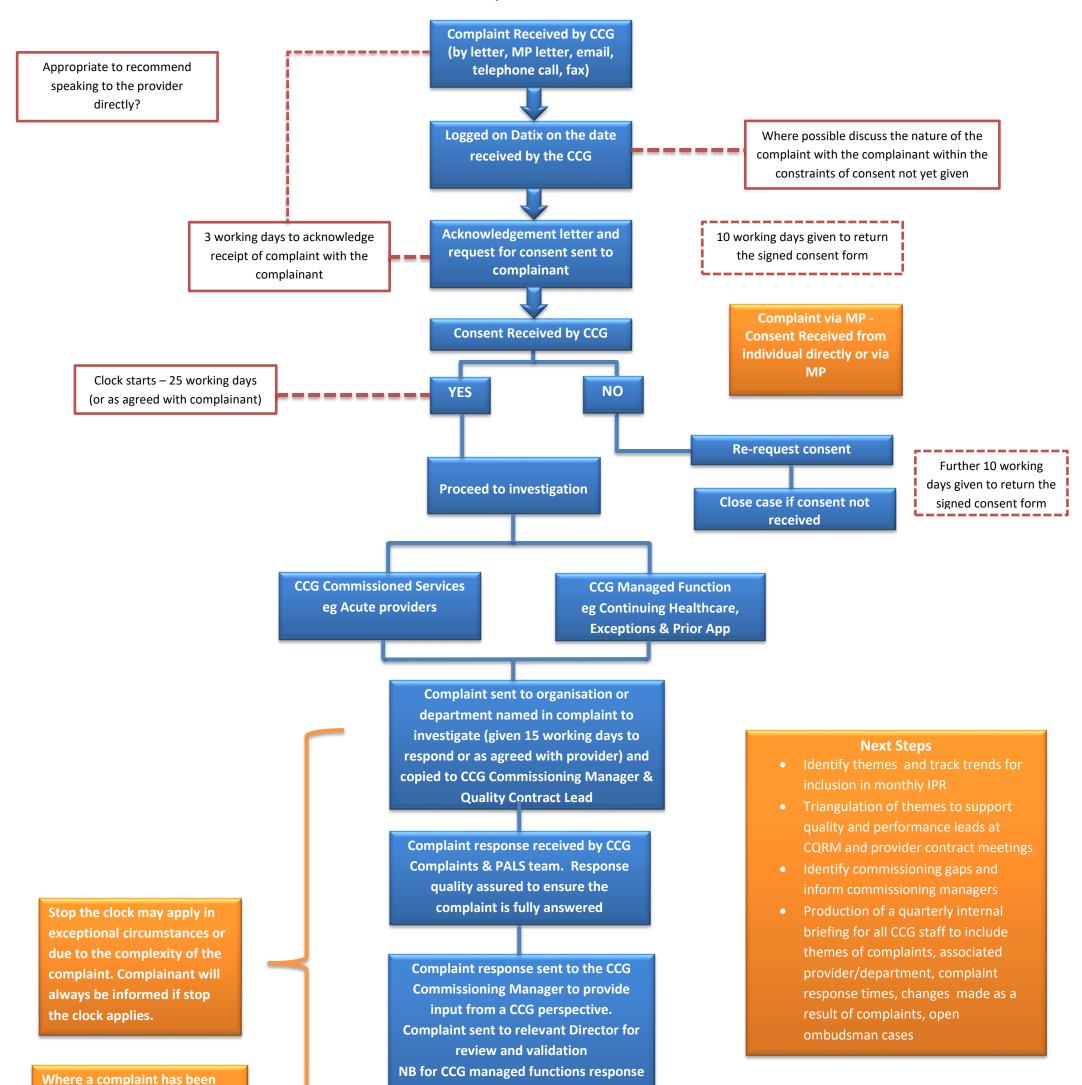
Complaints Process



escalated to the Ombudsman and the CCG become aware, the Relevant Director will be informed.

A meeting may be offered to complainant if the complaint is complex or requires multiagency involvement.

Quarterly review of complaint responses by Non-Executive Directors sent directly to Director for review and validation

Complaint sent to Complaints & PALS for final checking and formatting

Draft response sent to Director of Nursing and Quality for final approval and sign-off

May be escalated to Chief Executive sign-off if complainant remains dissatisfied If complainant still remains dissatisfied and local complaints process has been exhausted complainant advised that next tier of investigation is the Ombudsman