|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Report details[[1]](#endnote-1)** | | | | |
| Report Date: | | Date complaint received: [[2]](#endnote-2) | | |
| Complaints manager handling complaint[[3]](#endnote-3): | | Member of staff receiving complaint:[[4]](#endnote-4) | | |
| **Patient details** | | **Complainant details (if not patient) [[5]](#endnote-5)** | | |
| Name: | | Name: | | |
| Address: | | Address: | | |
| Contact Tel: | | Relationship to patient: | | |
| **Complaint details** | | | | |
| If the complaint is written/electronic keep a copy with this record. If the complaint is made orally, make a written record of it here: | | | | |
| Members of staff (including locums) possibly involved in the incident being complained about: | | | | |
| Date of acknowledgement: [[6]](#endnote-6) | | | | |
| **Investigation - Action taken and outcome(s)** | | | | |
| Date | e.g. meetings held, persons present, statements obtained  HSCB honest broker[[7]](#endnote-7)/PCC [[8]](#endnote-8)/Ombudsman[[9]](#endnote-9) involvement? | | | |
|  |  | | | |
|  |  | | | |
| Date | e.g. meetings held, persons present, statements obtained  HSCB/honest broker/PCC/Ombudsman involvement? | | | |
|  |  | | | |
| **Summary of investigation findings[[10]](#endnote-10)** | | | | |
|  | | | | |
| **Recommendations** | | | | |
| Was guidance sought from indemnity insurers?  SOP(s) reviewed? | | | | |
| **Action taken in response to investigation findings** | | | | |
| Action | | | By | Date |
|  | | |  |  |
|  | | |  |  |
|  | | |  |  |
| Date full written response sent to complainant[[11]](#endnote-11): | |  | | |
| If the investigation into the complaint was not concluded within the response period, record the reason here: | |  | | |
| Closure[[12]](#endnote-12) of complaint authorised by: | |  | | |
| Date: | |  | | |

1. Complaints may be made verbally or in writing and should also be accepted via any other method, for example, the telephone or electronically. [↑](#endnote-ref-1)
2. This is the date of receipt if the complaint is in writing, or the date when an oral complaint is made.

   Timescales: If a complainant was not aware that there was cause for complaint, the complaint should normally be made within six months of their becoming aware of the cause for complaint, or within twelve months of the date of the event, whichever is the earlier. There is discretion for the Complaints Manager to extend this time limit where it would be unreasonable in the circumstances of a particular case for the complaint to have been made earlier and where it is still possible to investigate the facts of the case. [↑](#endnote-ref-2)
3. Each pharmacy must specify a person – Complaints Manager, to be responsible for receiving and investigating all complaints [↑](#endnote-ref-3)
4. Complaints may be made to any member of staff [↑](#endnote-ref-4)
5. A complaint may be made on behalf of any person with consent or in limited circumstances as per Terms of Service <http://www.hscbusiness.hscni.net/pdf/Pharm_Regs_1997.pdf> [↑](#endnote-ref-5)
6. A complaint should be acknowledged in writing within **3** working days of receipt. It is good practice for the acknowledgement to be conciliatory, and indicate that a full investigation and response will be provided within **10** working days. Where these response timescales are not possible an explanation must be provided to the complainant. [↑](#endnote-ref-6)
7. The HSC Board Complaints Officer may act as ‘Honest Broker’. Within this capacity the Board’s Complaints Officers will act as an intermediary; where appropriate make arrangements for independent expert advice, conciliation, lay person assistance and ensure complainant is kept informed about the progress of the complaint. If the HSC Board is involved as an ‘honest broker’ responding within the response time of 10 working days is less likely therefore the legislation has been amended (June 2013) to allow for a 20 working day timeframe. [↑](#endnote-ref-7)
8. The Patient and Client Council is an independent body set up to represent patients’ interests in health and social care. PCC will assist patients at any stage of the complaint by providing advice and support. [↑](#endnote-ref-8)
9. The complainant must be informed of their right to refer their complaint to the Ombudsman if they remain dissatisfied with the outcome of the complaints procedure. [↑](#endnote-ref-9)
10. (The HSCB also has a policy for the management of complaints which is not currently (Aug ’15) included in Terms of Service, but pharmacies may wish to comply with this policy at their discretion).

    HSCB’s complaints policy requires pharmacies to provide the following documentation to the HSC Board:

    Anonymised copies of each written letter of complaint and response letter, within 3 working days of the written response being issued to the complainant. The reason for this action is that the HSC Board is required to monitor complaints against family health service practitioners. A copy of the patient complaint and the pharmacy response is shared with Medical Advisors within the HSC Board. Upon review, if they have any concerns of a clinical or professional nature, they will contact the pharmacy for further information.

    Patients should be aware that an anonymised copy of their correspondence will be provided to the HSC Board. The HSC Board may require additional information for monitoring purposes, such as copies of correspondence received from the Ombudsman. [↑](#endnote-ref-10)
11. A full investigation of a complaint should normally be completed within **10** working days [↑](#endnote-ref-11)
12. Once all steps have been taken, the complaint can be closed. The responsible person must be satisfied that procedures have been followed and ensure that action has been taken if necessary in the light of the outcome of a complaint.

    **For further information:**

    Factsheet **4** Complaints - in the Members’ area of CPNI’s website <http://www.communitypharmacyni.co.uk/>

    HSCB policy on the management of complaints <http://www.hscbusiness.hscni.net/services/2659.htm> [↑](#endnote-ref-12)