

BAPAM Complaints Register

BAPAM maintains a straightforward and well-publicised *Complaints & Feedback Policy* which is part of its *Clinical Governance Policy*.

This procedure is notified to patients via BAPAM's Patient Contract, feedback forms, and is posted on BAPAM's website.

Copies of the procedure are also available in the BAPAM office and BAPAM clinics.

All staff are trained in the meaning and operation of the Complaints procedure.

Any staff member who is informed that a patient is dissatisfied in any way with BAPAM's services, procedures or activities must

- advise the person of her/his entitlement to use the Complaints procedures
- provide the person with a copy of the procedure
- direct the person to the Clinics Manager, who will aim to resolve the complaint informally
- if informal resolution fails or is not acceptable to the person, they should be encouraged to lodge a formal complaint in writing with the Chief Executive, who will deal with the complaint as outlined in the Procedure

A complaints register will be maintained recording the outcomes of all complaints and any actions taken.

DOCUMENTS TO BE FILED:

1. Record of advice that person has been advised of complaints procedure – signed by person providing advice
2. Copy of complaint
3. Copy of any further correspondence, investigation notes etc arising out of the complaint
4. Record of the decision/outcome
5. Note of any change in policy/procedure/action taken as a result of the complaint

Note that all formal complaints and negative feedback, regardless of the outcome, are logged as 'Incidents' (see *Incidents policy*) and included in regular reports to the Medical Committee and Board

Deborah Charnock
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