**CPG2 - Appendix I**

# Flow chart guide for persons wishing to make a complaint

Ways to raise a complaint:

PALS will liaise with the relevant service to provide a resolution

Wherever possible, the service will provide a prompt resolution

|  |
| --- |
| Locally raise concerns with a member of staff from the service |
|  |
| Via PALS  (Patient Advice & Liaison Service) |
|  |
| Complaints Team  (Formal Complaints Process) |

|  |
| --- |
| Acknowledged within 3 working days by Complaints Team.  PLEASE NOTE:  Support for persons making a complaint is available from NHS Complaints Advocacy: (POhWER, Rethink or Healthwatch) |

|  |
| --- |
| Complaint allocated to a Complaints Liaison Officer (CLO) |

Complaint may be re-opened:

* If we did not address all issues raised.
* If there is new information raised that is relevant to the outcome

|  |
| --- |
| CLO liaises with complainant and the service to investigate the complaint |

|  |
| --- |
| Response Letter sent |

Contact the Parliamentary Health Service Ombudsman (PHSO) for an independent review of the complaint.

NO

|  |
| --- |
| Complainant satisfied with the response? |

Resolved

YES