

Complaint Reporting Flow Chart V 1.1

Complaint Received

Member of staff receiving complaint will

- complete the complaint reporting form

THE VACCINATION SITE CLINICAL LEAD MUST BE INFORMED OF ANY CLINICAL COMPLAINTS IMMEDIATELY

- log the complaint in Datix
- email the form and the Datix log number to the Clinical Lead s.stafford@nhs.net & Governance Coordinator copying in here.ehsbrighton@nhs.net

Governance Coordinator will

- Send acknowledgement letter to the complainant within 24 hours of receipt
- Coordinate investigation with Clinical Lead and respond to complainant within 20 working days
- If the complaint is regarding the overall vaccination programme then support in responding to the complaint is available from the CCG. Send a copy of the complaint to sxccg.complaints@nhs.net

Clinical Lead will escalate to PCN Clinical Directors / PCN Managers / Here Board as appropriate