**Complaint Received**

**Record**

**Refer to**

**Practice**

**Manager**

**Resolve**

**Check consent. Patients 16**

**years or over generally**

**expected to complain**

**themselves**

**Does the complaint relate**

**just to the Practice?**

**Acknowledge within 3**

**working days**

**Can it be**

**resolved**

**immediately**

**by the staff?**

**Record and file, and**

**by Practice**

**Manager**

Investigate and gather

Written reports

**Confirm with the complainant the**

**procedure for resolution, and offer to**

**discuss with the complainant either**

**on the phone or at a meeting**

**Prepare draft reply and discuss at**

**practice / partners' meeting.**

**Document within minutes.**

Finalise report and contact patient by telephone, email or face to face meeting to discuss the details of the following:

**Summary of the complaint and a chronology**

**Details of the investigations**

**Conclusions and remedial actions**

**Changes to systems**

**Explain escalation procedures**

**File and**

**retain for**

**annual report**

**Yes**

**No**

**Yes**