

**BOARD PAPER - NHS ENGLAND**

Paper: PB.26.05.2016/09

**Title:**

NHS England Complaints Policy Update April 2016

**Lead Director:**

Karen Wheeler, National Director: Transformation and Corporate Operations Directorate

**Purpose of Paper:**

The purpose of this paper is to inform and request approval from the Board to the amendments made to the NHS England complaints policy. The policy requires redrafting, to account for changes within the complaint sign off process, which will be reflected in the Scheme of Delegation. There are also a number of modifications to the document following the publication of the complaints quality framework set out in '*A Quality Framework for Managing Complaints (December 2015)*'

**The Board is invited to:**

- approve the amendments made to the NHS England Complaints Policy

## **PURPOSE**

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2. The Board is asked to approve the changes made to the Complaint Policy.

## **BACKGROUND**

3. The current version of the NHS England Complaints Policy was published in March 2015. The existing delegated sign off for Complaints is to Directors of Commissioning Operations. This has created some delays in sending final responses to patient. The changes to the scheme of delegation increase the number of directors who can sign off a complaint.
4. The updated Complaint Policy has been reviewed and was approved by the Customer Contact Programme Board on Wednesday 27 April 2016.

## **PROPOSAL**

5. Whilst the majority of changes to the policy are regarding the delegated sign off, further amendments have been made to reflect:
  - the standards set out in 'A Quality Framework for Managing Complaints (December 2015)'; and
  - the channels that are now available to patients within the Customer Contact Centre- such as British Sign Language (BSL) video interpretation.
6. The revised policy also reflect the standard in complaint handling "*The NHS Constitution for England (July 2015)*"

## **IMPLICATIONS**

### **Risks**

7. There are no risks associated with this approval.

### **Legal/Regulatory**

8. This policy is in line with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

## **NEXT STEPS**

9. Once the policy has been approved, the policy will progress through the Gateway publication process.

## **RECOMMENDATIONS**

10. The Board is asked to approve the amendments made to the NHS England Complaint Policy

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