

**BOARD PAPER - NHS ENGLAND**

**Title:**

NHS England Complaints Policy

**Lead Director:**

Karen Wheeler, National Director: Transformation and Corporate Operations Directorate

**Purpose of Paper: Approve**

NHS England's existing Complaints Policy required redrafting to take into account recommendations relating to Safeguarding.

**The Board is invited to:**

- Approve the revised NHS England Complaints Policy

# NHS England Complaints Policy

## Purpose

1. The purpose of the paper is to seek approval from the Board for the revised NHS England Complaints Policy.

## Background

2. The current version of the NHS England Complaints Policy was revised in July 2016. The policy required redrafting to take into account recommendations relating to Safeguarding. The revised content has been written in conjunction with the national safeguarding team.
3. We have also taken this opportunity to make some minor amendments to the policy document to ensure that it is clear that our complaints handling procedures are fully compliant with existing Regulations, and to help improve the quality of communication with complainants.

## Implications

### Risks

4. There are no risks associated with this approval.

### Legal/ Regulatory

5. This policy adheres to The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

## Next Steps

6. The policy will be published on the NHS England website following approval.

## Recommendations

7. The Board is asked to consider and approve the revised policy document.

**Author:** Lee Bennett, Strategic Complaints Lead

**Date:** 26 April 2017