

NHS England and NHS Improvement Board meetings held in common

Paper Title: NHS England Complaints Policy

Agenda item: 7 (Public session)

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Paper type: For approval

Organisation Objective:

NHS Mandate from Government	<input type="checkbox"/>	Statutory item	<input checked="" type="checkbox"/>
NHS Long Term Plan	<input type="checkbox"/>	Governance	<input type="checkbox"/>
NHS People Plan	<input type="checkbox"/>		

Executive summary:

NHS England has a statutory duty to handle complaints regarding services it commissions, in line with the Local Authority Social Services and NHS Complaints (England) Regulations 2009 (the Regulations).

The attached policy has been updated to reflect current arrangements for dealing with complaints and to align our work with the emerging findings coming out of the Parliamentary and Health Service Ombudsman (PHSO) work to develop complaint standards across the whole NHS.

Action required:

The NHS England Board is asked to approve the revised Complaints Policy.

Background

1. The Complaints Policy sets out how we will handle complaints about services commissioned by NHS England in line with the Regulations.
2. The PHSO is currently piloting complaints standards for the whole of the NHS; it is anticipated that the final standards will be rolled out in 2023. This policy has taken account of the emerging issues arising from the PHSO work however it may require further revision once the pilots have been evaluated and the final guidance is available.
3. In addition, the implications of the ICS legislation for the complaints function within NHS England remain under discussion and again may require some amendments to the policy once fully understood.
4. The NHS England Scheme of Delegation requires the policy and revisions to be ratified by the Board.