

**Working Days**

**Who**

**Role**

**Day 1**

Complaint/concern/MP Letter/FoI Request received by any member of staff or from generic email account

**URGENT** – Hand immediately to:  
**Deputy Director of Nursing, Quality & Patient Safety and Strategic Support Officer**

**Deputy Director of Nursing, Quality & Patient Safety and Strategic Support Officer**

1. Determine whether communication is complaint/concern/MP Letter/FOI and seek from CCG Safeguarding Team if concerns that a child or adult maybe at risk or significant or serious harm
2. FOI – send to [NTCCG.FOI@nhs.net](mailto:NTCCG.FOI@nhs.net) and
3. Alert Head of Governance
4. Complaint/Concern/MP Letter - log on spreadsheet in I Drive
5. Create named file on I Drive and apply hyperlink to spreadsheet
6. Send complaint/concern to NECS and request acknowledgement [NECSu.complaints@nhs.net](mailto:NECSu.complaints@nhs.net)
7. If MP Letter – send to NECS (comms) and request acknowledgement [leekelly@nhs.net](mailto:leekelly@nhs.net)
8. Save acknowledgement in named file on I Drive

**Day 3**

NECS

1. Acknowledge receipt of complaint/concern/MP letter in email to [maureen.grieveson@nhs.net](mailto:maureen.grieveson@nhs.net) and copy to [susan.askew1@nhs.net](mailto:susan.askew1@nhs.net)
2. Send letter/make a call, send email to patient/MP acknowledging receipt of complaint/MP letter (on CCG letter headed paper)and outline timescales and advise CCG that this has happened by email to:-

[maureen.grieveson@nhs.net](mailto:maureen.grieveson@nhs.net)  
copy to  
[susan.askew1@nhs.net](mailto:susan.askew1@nhs.net)

**Day 25**

**Deputy Director of Nursing, Quality & Patient Safety and Strategic Support Officer**

1. Check response letter against complaint/concern/MP letter and amend if necessary
2. Pass to Chief Operating Officer (or deputy) for signature

**Days 27**

**Deputy Director of Nursing, Quality & Patient Safety And Strategic Support Officer**

1. Send letter of response to complainant/MP (NECS Complaints and NECS Comms will send hard copy letters by post).
2. Copy complaint response to [NECSu.complaints@nhs.net](mailto:NECSu.complaints@nhs.net) or if MP letter to [leekelly@nhs.net](mailto:leekelly@nhs.net)
3. Update spreadsheet on I Drive
4. File response letter in appropriate file

**Day 29**