



## **Primary Care Complaint Flow Chart**

Complaint received by the ICB from the complainant. Complainants' details are taken along with a summary of the complaint issues. Complaint is logged on NHS STW complaint recording system. Complainant agrees informal process. **NHS STW Patient Services Team** Discussion takes place with the complainant works with patient around whether the complaint can be resolved and provider informally. organisation to resolve. Case closed on complaint recording system. Complainant requests formal complaint investigation. Process outlined and permission sought to forward complaint to West Midlands **Primary Care Complaint Hub Complaint forwarded to the West Midlands** Complaint Hub for coordination of the investigation. West Midlands Primary Care Complaint hub obtains consent and coordinates the complaint investigation, including any clinical oversight of the complaint where required. When investigation is completed, the hub will send draft response to the ICB Patient Services Team for review prior to sending to Chief Executive Officer for sign off. Patient Services forward response to Chief Executive for sign off. **Chief Executive Officer sign off or amendments** sent back to Patient Services Team who then send back to West Midlands Complaint Hub for further action if required or sending out if approved. Response sent out by West Midlands Complaint Hub, with a final copy being sent to Patient Services. Patient Services Team close case on complaint recording system.