Complaints Core Script

GLOBAL MARK			
CLEAR PASS	BORDERLINE PASS	BORDERLINE FAIL	FAIL

Criteria

Criteria	
Introduces Self, Confirms identity of complainant, Washes hands	2, 1
Confirms relationship to relative	
Makes sure patient is 'being sorted' prior to dealing with complaint	
Uses open question to find out what the problem is	
Listens to the problem	
Checks they've understood the issue	
Establishes the facts	
Validates the complainant's grievance 'I understand that this must be difficult…' 'I am sorry you have had to wait so long…' 'I can appreciate how you feel'	
Explores for any hidden agendas	
Provides appropriate explanation for what has happened	
If appropriate apologizes for what has happened	

Explains what will happen next eg
    Further education for doctor/ANP involved, entry in their portfolios
    Inform hospital management team/datix or explain that this has already happened
    Explain current procedures to mitigate things like this happening again (Xray misses procedure etc).	

Allows complainant to ask questions	
Provides PALS information	
Summarizes what will happen now	
Offers written advice	

Tom Bircher 2019