

Complaint, Concern & Compliment Reporting & Recording

Please complete this form and email to datix@pc24.nhs.uk

If you have any queries or want to discuss the complaint/concern please call the Quality Governance Team 0151 254 2553.

Name of Service / Practice	
Area:	
Is this a complaint, concern, or compliment	
Date received.	
Incident date (dd/mm/yyyy)	
Time (hh:mm)	
Designation of the person reporting this complaint. (patient / advocate / relative)	
Is consent required Yes/No	
If consent is required, has this been requested Yes/No	
Has consent been received Yes/No/	
Date consent received	

Method of receipt of complaint/concern/compliment: (verbal/letter/email/CCG/NHSE)	
Description of Complaint / Concern / Compliment. - Please describe the complaint details - Enter as much information as possible, and ensure the information is clear, accurate and contains only factual information, not opinions, Do not enter names of staff in this section, please use job roles only Please continue on separate piece of paper if necessary.	

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Complainants Details (person who submitted the complaint)

Name	
Address	
Contact number	

If the complainant is not the person affected by the complaint, please provide details of the patient affected by the complaint

Name	
Date of birth	
Address	
Contact number	
NHS Number	

If any staff member was involved in the incident, including, GPs, Nursing staff and administrative staff please include their details.

Name	
Job Role	
Contact number	

Name	
Job Role	
Contact number	

Name	
Job Role	

Contact number	
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Name	
Job Role	
Contact number	

Name	
Job Role	
Contact number	

Was anyone else involved in the incident?

Name	
Relationship to complaint (e.g. someone from another organisation, police, NWS etc)	
Contact number	

Details of staff member reporting the incident

Name	
Contact No	
Email	
Job Role	

Name of your Manager:	
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PLEASE RETURN COMPLETED FORM TO: datix@pc24.nhs.uk or PC24 Quality Governance Team, 4 – 6 Enterprise Way, Wavertree Technology Park, Liverpool L13 1FB.

DATIX – RISK MANAGEMENT SYSTEM UNAVAILABLE

Title		DATIX – RISK MANAGEMENT SYSTEM UNAVAILABLE		Doc. No.	GOV003
Version			V2.0		
Supersedes			V1.0		
Approving Managers/Committee			Director of Nursing		
Date Ratified			07/05/19		
Department of Originator			Quality Governance Team		
Responsible Executive Director			Director of Nursing		
Responsible Manager/Support			Operational Managers		
Date Issued			07/05/19		
Next Review Date			July 2023 or sooner if changes dictate.		
Target Audience			All staff		
Version	Date	Control Reason		Accountable Person for this Version	
V1	7.05.2019	Formalising process across services		Paul Kavanagh-Fields	
V2.0	27.07.2020	Frist review of new SOP		Paul Kavangh-Fields	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPs/		Standard Operating Procedures File in all sites	
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