Complaints checklist

Establish a protocol in the practice that clearly sets out how complaints are to be managed

☐ Who manages complaints?
☐ What procedures will be followed?
☐ What review mechanisms are there to ensure that any deficiencies or problems identified in the complaints process will be rectified?
☐ How will the complaint and any action be recorded?
☐ Set a realistic timeframe for the process.

Assess the complaint to establish how best to resolve it

☐ What does the patient wish to achieve?
☐ What information is required?
☐ Who will participate in the resolution process?
☐ How will the resolution be conducted?
☐ Consider how best to communicate with the aggrieved patient.
☐ Seek remedies that will be satisfactory to the aggrieved party, as well as the practice.

What lessons can be learned from the complaint?

☐ Can improvements be made to the practice?
☐ How will this be communicated to staff?
☐ How will changes be monitored?

Looking after yourself

☐ Complaints can be stressful: seek support and help.
☐ Look after any staff involved in a complaint.
☐ If a complaint has arisen from a significant adverse event, it is often not just the patient and their family who are disturbed by the event: doctors and staff may feel distress, anxiety and concern and it is useful to acknowledge these responses.

What lessons can be learned from the complaint?

☐ Can improvements be made to the practice?
☐ How will this be communicated to staff?
☐ How will changes be monitored?

Looking after yourself

☐ Complaints can be stressful: seek support and help.
☐ Look after any staff involved in a complaint.
☐ If a complaint has arisen from a significant adverse event, it is often not just the patient and their family who are disturbed by the event: doctors and staff may feel distress, anxiety and concern and it is useful to acknowledge these responses.

Complaints checklist

What lessons can be learned from the complaint?

☐ Can improvements be made to the practice?
☐ How will this be communicated to staff?
☐ How will changes be monitored?

Looking after yourself

☐ Complaints can be stressful: seek support and help.
☐ Look after any staff involved in a complaint.
☐ If a complaint has arisen from a significant adverse event, it is often not just the patient and their family who are disturbed by the event: doctors and staff may feel distress, anxiety and concern and it is useful to acknowledge these responses.

Complaints checklist

What lessons can be learned from the complaint?

☐ Can improvements be made to the practice?
☐ How will this be communicated to staff?
☐ How will changes be monitored?

Looking after yourself

☐ Complaints can be stressful: seek support and help.
☐ Look after any staff involved in a complaint.
☐ If a complaint has arisen from a significant adverse event, it is often not just the patient and their family who are disturbed by the event: doctors and staff may feel distress, anxiety and concern and it is useful to acknowledge these responses.

Complaints checklist

What lessons can be learned from the complaint?

☐ Can improvements be made to the practice?
☐ How will this be communicated to staff?
☐ How will changes be monitored?

Looking after yourself

☐ Complaints can be stressful: seek support and help.
☐ Look after any staff involved in a complaint.
☐ If a complaint has arisen from a significant adverse event, it is often not just the patient and their family who are disturbed by the event: doctors and staff may feel distress, anxiety and concern and it is useful to acknowledge these responses.