Complaint

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| Date & Time Complaint was received: | 21/05/21  13:00pm |
| Designation of staff member receiving complaint and name: | Donna McFarlane  (Patient & Family Liaison Officer) |
| How was the complaint received i.e. verbally, written, e-mail: | Verbally |
| Name of the person making the complaint:  Is this a patient, external professional, relative etc? | ET  (Patient) |
| Did the patient give consent to raise the complaint on their behalf and investigate or was this completed in the patients best interest:  : | Yes |
| Time, date the complaint was referred to the Family Liaison Officer: | 21/05/21  13:00pm |
| If the complaint required a more urgent response or needed a senior member of the management team to manage who was the complaint referred to including name, date and time: | No was dealt with and completed immediately. |
| Description of complaint:   * Treatment & Care * Communication * Facilities * Policy and procedures | L asked to see me (Donna) and asked if her shopping was in reception that her sister had dropped off 2 hours ago. She complained that she doesn’t receive her shopping for sometimes up to 4 hours after her sister has delivered it to Pathfinders and that most of the time it contains fridge items such as yoghurts so need to be put into her fridge straight away. L said she would like her complaint documenting as this happens most of the time and that her sister drops off shopping every Tuesday’s and Friday’s. |
| Was the complaint acknowledged within 5 working days: In the case of a serious complaint has a letter of acknowledgement been sent within 5 working days: | Yes |
| Immediate action taken:  Was the course of action agreed with the complainant: | I (Donna) firstly went to reception and collected L’s shopping bag and unpacked it for her and put yoghurts and drinks in her fridge. I explained to L that reception is a very busy area and that relatives drop things off all the time but unless relatives specifically say there is food items in the bag then reception staff will attend to all drop offs when they have a minute to do so. |
| Name and designation of person investigating the complaint: | Donna McFarlane  (Patient & Family Liaison Officer) |
| Was this completed within 14 days: | Yes |
| Outcome and date complaint resolved: | I told L I had a solution to the problem and that was to ask her sister to drop off her shopping at reception 2 and that way it can be taken straight to her room as her room is right near there. Reception 2 door is physically answered by a member off staff and sister can also alert of the fridge items. L called her sister and asked me to speak with her to inform her of the new arrangement we had put in place. All Happy. |
| What changes have been made as a direct result of receiving the complaint if any:   * Service improvement * Policy improvement/update * New policy or procedure * Training for staff * Facilities improvement | To ask relatives to alert staff if they are dropping off food items or anything that requires immediate attention. |
| What lessons have been learnt as a direct result of receiving the complaint if any: | For myself to allow more time to drop in on patients and be able to alleviate any little niggles that arise before they cause upset and distress. |
| Was the complaint resolved within 28 days of receiving the complaint: | Yes |
| Was feedback given to the complainant  Please include in what format i.e. written, verbally, date and time and were they satisfied with the outcome: If no what additional measures were taken. | Yes verbally and shown complaint had been documented. |