

Patient and Public Involvement Complaints Procedure

Principles

- We are receptive to expressions of dissatisfaction
- Where possible complaints will be resolved by agreement of all the people involved
- Complaints will be dealt with within 28 days

Informal resolution

In the event of a lay participant wishing to make a complaint about another service user, carer or member of the public participating in PenCLAHRC PPI activities or an employee of PenCLAHRC or its associated organizations they should initially attempt, as far as is reasonably possible, to resolve their complaint informally through discussions with the person to whose conduct the complaint relates.

Formal procedure

If this is unsuccessful they should contact the PenCLAHRC Research Fellow in PPI (Andy Gibson), or the Director of Folk.us (Rachel Purtell). The issue about which the lay person is aggrieved, and the outcome sought, should be clearly stated in writing.

They will contact all the people involved within seven working days on an individual basis to ascertain their points of view and obtain any relevant written documentation. The issues raised will then be considered by the PenCLARHC PPI lead (Professor Nicky Britten) with a view to resolving the complaint. A decision will then be made as to what further action, if any, is required. At this stage it may be possible to resolve the issue through mediation. This outcome of the complaint will be communicated to all the people involved.

In the event that a complaint is raised against an employee of PenCLAHRC or one of its associated organisations the appropriate Human Resources Department will be involved immediately.

Appeal

If any of the people involved in the complaint are not happy with the outcome of this decision they will have one month to appeal to the Peninsula Public Involvement Group (PenPIG). PenPIG will then reach a decision on the issues raised and the outcome will be communicated to all those involved.

Independent appeal

In the event of a failure to reach agreement on an appropriate resolution the complaint and all relevant information will be referred to an independent adjudicator. Maryrose Tarpey who is a member of staff with INVOLVE has agreed to take on this role. She will then make a final decision on any complaint.

Acknowledgement: INVOLVE would like to thank Andy Gibson, Peninsula Collaboration for Leadership in Applied Health Research and Care (PenCLAHRC) for providing this example of a complaints procedure.