

ITEM: 10

MEETING: Trust Board 16 May 2007

TITLE: Healthcare Commission audit of complaints handling

SUMMARY: Attached are the inspection reports from the audit of our complaints management process, which Healthcare Commission undertook in February.

The feedback is very positive. We were assessed as being compliant with all aspects of the core standard, and no gaps were identified.

ACTION: For information

REPORT FROM: Deborah Wheeler, Director of Nursing & Clinical Development

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Financial details supplied/checked by:

Not applicable

Recommendations contained within this paper have been checked for compliance with relevant statute and regulations/directions/policy as follows:

Healthcare Commission core standard C14

