

RUH Pathology Complaints Procedure for Service Users

**COMPLAINT RECEIVED**

- May be written, emailed or by phone
- May be feedback or concern rather than a complaint (that service user would like recorded)
  - Received by department, results line or Quality Manager

Complaint raised in quality system and sent to identified staff member in relevant Department, usually the Laboratory Manager or Quality Manager

If patient complaint, escalated to the Trust Complaints Manager by identified staff member. May also be reported as Incident to Trust or external body.

**COMPLAINT INVESTIGATED**

**Acknowledge complaint** and provide initial response within **3 working days**, ideally by phone

Root cause identified and corrective action(s) determined and initiated.  
Response drafted

Response sent to assigned staff member for signature

Authoriser not happy with investigation/ response

Response signed and sent to complainant

**Response sent within 25 days**

If complainant is not happy with the response, outcome, timeframe of response then it should be escalated for review to the Speciality Lead of Pathology  
**Response sent within 25 days**

**COMPLAINT CLOSED**

All complaints reviewed at Departmental and Pathology Clinical Governance & Risk Management meetings