

<b>Report Title</b>	Complaints Report Q3 2020-21		
<b>Sponsoring Executive</b>	Kam Dhami, Director of Governance		
<b>Report Author</b>	Caroline Burgin, Head of Complaints		
<b>Meeting</b>	Public Trust Board	<b>Date</b>	4 <sup>th</sup> March 2021

### 1. Suggested discussion points *[two or three issues you consider the Trust Board should focus on]*

Compliance against the national 3 day acknowledgment timescale has been achieved at 100% this quarter, and compliance with PHSO requests has also been 100% this quarter. Compliance against the Trust internal target of 98% of complaints responded to within 30 working days has not been achieved in quarter 3. The performance for quarter 3 was 20%, compared to performance for quarter 2, 77% and quarter 1, 98.2%.

Additional scrutiny was introduced into the quality assurance process during quarter 2 which has impacted on the timeliness of complaint responses, latterly during quarter 2 and into quarter 3. This backlog is now being tackled, in a support capacity for services, drafting responses where possible to ease the burden on front line services.

All complainants, following conclusion of their complaint, are sent an e-survey requesting feedback on the complaint process and how the Trust has responded to their concerns. The Trust continues to see a poor response rate to the e-survey, with negative comments being submitted. The survey achieved a 4% response rate during quarter 3. New approaches to obtain feedback continue to be explored.

### 2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan	<input type="checkbox"/>	Public Health Plan	<input type="checkbox"/>	People Plan & Education Plan	<input type="checkbox"/>
Quality Plan	<input type="checkbox"/>	Research and Development	<input type="checkbox"/>	Estates Plan	<input type="checkbox"/>
Financial Plan	<input type="checkbox"/>	Digital Plan	<input type="checkbox"/>	Other <i>[specify in the paper]</i>	<input checked="" type="checkbox"/>

### 3. Previous consideration *[where has this paper been previously discussed?]*

Quality and Safety Committee: 26<sup>th</sup> February 2020

### 4. Recommendation(s)

The Trust Board is asked to:

- a. **NOTE** the current complaints activity data
- b. **SEEK** confirmation that the backlog of overdue complaint responses will be cleared quickly

### 5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register		n/a				
Board Assurance Framework		n/a				
Equality Impact Assessment	Is this required?	Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/>	If 'Y' date completed
Quality Impact Assessment	Is this required?	Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/>	If 'Y' date completed