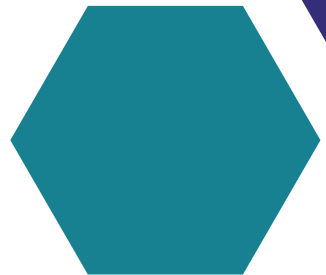
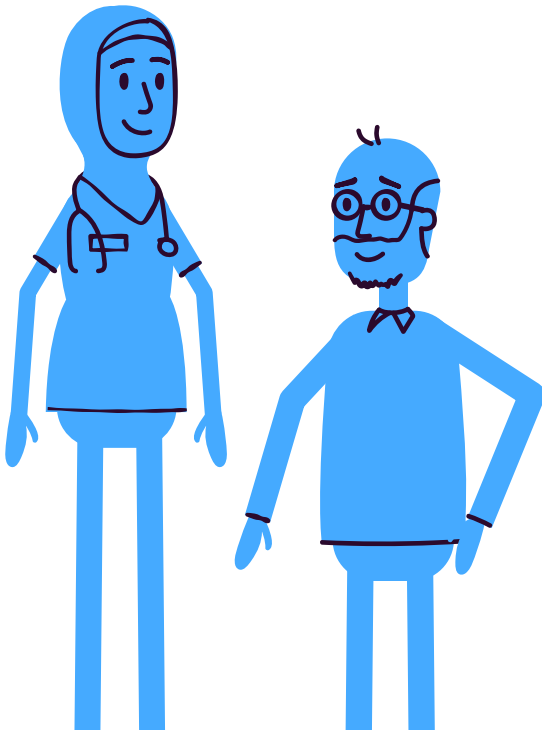


NHS Complaint Standards

The NHS Complaint Standards set out how organisations providing NHS services in England should approach complaint handling. A group of organisations across the health sector and advice and advocacy organisations worked together to help create the Complaint Standards' design and content.

Building on the good practice that already exists, they provide a consistent approach to complaint handling across the NHS. They will:

- help your organisation deliver what service users want when they make a complaint
- support staff to deliver good complaint handling day in, day out.



Using the Complaint Standards and supporting guidance

Below are some steps you can take to get you started.

Step 1

Assess your organisation's approach to complaint handling against the expectations in the Complaint Standards. You can use the assessment matrix to identify what you are already delivering and any areas you would like to develop.

Step 2

Compare your existing complaints procedure to the model complaint handling procedure. Consider what actions or changes you can make to enable you to meet the Complaint Standards.

Step 3

Review the supporting guidance modules. This will help you meet the Complaint Standards.

Step 4

Consider what complaint handling training you already provide. Identify any additional training needs your staff might have so they can successfully deliver the Complaint Standards.

Where to go if you need more information

You will find all the available Complaint Standards materials on the Ombudsman's website www.ombudsman.org.uk/complaint-standards

If you need help or have any questions or feedback on the NHS Complaint Standards materials, please contact the Ombudsman's Liaison Team liaisonmanagers@ombudsman.org.uk