



Complaint handling plan

From the envelope to the reply, on one page



EM Orbit

Open one of these the day a complaint arrives. The timescales are your organisation's; write them in. Never write a patient identifier on a sheet that leaves the department.

Complaint reference

Received on

Owner

First hour

- ☐ Is there a live safety issue for this patient or another? If yes, act on it now
- ☐ Who is named, and have they been told by you before they hear it elsewhere
- ☐ Record secured: notes, imaging, triage times, who was on duty
- ☐ Acknowledgement sent, with the date a reply is promised

The facts

Time	What the record shows	What the family says	Gap?

The question: was the standard of care met, whatever the outcome?

The reply

- ☐ Opens with what happened to them, in plain words
- ☐ Says sorry for the experience, and for any error, without hedging
- ☐ Explains what was found, including where care fell short
- ☐ Says what has changed, with a date, or why nothing will
- ☐ Offers a meeting and names the person who will attend
- ☐ Read aloud once before it is sent

What we learned

Theme	Action	Owner	By when

