

Policy

From the 1st April 2009, there is a single NHS approach to dealing with complaints. It gives NHSBT the flexibility to resolve complaints effectively from the complainant's perspective. It also encourages a culture that seeks and uses people's experiences to make services more effective, personal and safe.

The revised complaints framework will apply to:

- All NHSBT departments including Blood Supply, Tissue Services, Organ Donation and Transplantation, voluntary and independent sector organisations who provide services under contract to NHSBT
- Organ Donation and Transplantation includes the four countries - England, Scotland, Northern Ireland and Wales

Supporting Documents

1. The Local Authority, Social Services and National Health Service Complaints (England) Regulations – 2009 No 309
2. Department of Health, *Making Experiences Count: A new approach to responding to complaints*, 2007.
3. Healthcare Commission, *Spotlight on complaints: A report on second-stage complaints about the NHS in England*, 2009.
4. Department of Health *Listening, Responding, Improving: a guide to better customer care February 2009*

Signed



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