

London Deanery Complaints Procedure

Summary Procedure

1. Informal complaints should be addressed to the person with whom you have been dealing with.
2. If you are not satisfied with the response or you believe your issue is more serious you may use the pro forma to write to the Head of Department, Dean or GP Director.
3. You will receive acknowledgement of your letter and a response normally within 14 days.
4. If you are unhappy with the response you have the right of appeal to a senior officer of the Deanery.

Complaints received in the London Deanery may relate to:

- Attitudes or behaviour of deanery staff or their agents
- Failure to follow deanery policy or procedure
- Failure to act or respond to an enquiry or request appropriately or in a timely fashion

This procedure should not be used where there is an inbuilt appeals procedure in a particular policy/procedure.

Complaints Procedure

Complaints can come to the deanery or its agents either informally or formally. Whenever possible, complaints should be responded to and resolved informally. However, if the complainant is not satisfied that the complaint has been resolved satisfactorily, then he/she should be invited to write formally to the Head of Department/Dean/Director in the area concerned detailing the concerns on using the complaints pro forma.

A formal written complaint can be received from a number of sources, including trainees, trainers or an STC, Trusts, MPs or other external agencies. When a formal written complaint is received the following action will be taken:

1. The complaint will be acknowledged in writing by the recipient and sent to Central Services Administrator within two working days of receipt of the complaint.
2. An acknowledgement of receipt of the letter will be sent to the complainant (copy to Central Services Administrator) indicating that the complaint is being investigated and will be responded to as soon as possible, usually within 14 days of receipt. If this subsequently is not possible a holding

letter must be sent explaining the reason why further time is required.

3. A written response will be sent back to the complainant by the appropriate senior manager or Dean. This letter should be copied to the Central Services Administrator.

If a Complainant is not satisfied

If the complainant is not satisfied with the response that has been received, he/she requests a review by another senior officer. The complainant should be made aware of this right of appeal in the letter sent by the investigating officer. The appeal letter should be copied to the Central Services Administrator who will organise the appeal.

The Appeal should normally be considered within 14 days. There is no further step beyond this appeal.