

Scrutiny Commission for Health Issues	Agenda Item No. 5
14 July 2009	Public Report

Report of the Director of Nursing, Peterborough and Stamford Hospitals NHS Foundation Trust

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HOSPITAL COMPLAINTS PROCESS

1. PURPOSE

Members of the Committee have expressed an interest in the process of complaints management within the Trust. To assist further discussion of the Trust's Complaint Policy is attached.

A presentation will also be given on the complaints process and issues.

2. RECOMMENDATIONS

The Commission is asked to review the information provided and to provide questions as appropriate.

3. BACKGROUND

As above

4. CONSULTATION

Not relevant for consultation

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

6. APPENDICES

Appendix 1: Peterborough and Stamford Hospitals NHS Foundation Trust Complaint Policy

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