Complaints Meetings – Post-meeting

Page 2 of 3

**Communicate with the complainant**

Where relevant, confirmation of the findings of your investigation and complaint outcomes should be followed up in writing to the complainant, along with any notes, recordings or meeting minutes requested by the complainant.

For meetings held earlier in the investigation, the complainant should be provided with a summary of the meeting, if necessary, the notes/recording, and the next steps.

If the complainant is still dissatisfied with the outcome, you must inform them of their right to seek independent advice and resolution from the relevant health service ombudsman, in whole or in part, if the complaint relates to any NHS service. Details on how to make contact also require to be provided in writing,

Where the complaint relates to a non-NHS provider (private treatment), the complainant should be informed if you subscribe to the [Independent Sector Complaints Adjudications Service](https://iscas.cedr.com/) or the [Independent Doctors Federation](https://www.idf.co.uk/).

**Support the team**

The NHS complaints regulations stipulate that a complaint investigation must be fair to all parties involved: the complainant, clinicians, and non-clinical staff.

Being asked to participate in a meeting can be stressful for healthcare professionals, and employers have a duty of care to support employees during and after the process.

Individuals may worry that things said during a meeting may be subsequently used against them, so organisational policies should be clear that this will not be the case.

Arranging and managing the complaints meeting can also be very stressful for the complaints lead, and appropriate support measures should also be in place at an organisational level.

If not already carried out, consider whether the complaint now warrants a significant event review in light of anything discovered during the complaint meeting.

This guidance offers practical and general advice and signposts where to get further help and support. If you are named in a complaint, it is usually advisable to seek appropriate medicolegal advice from our team as early into the process as possible.

MDDUS also provides access to independent support for members called [Your Halo](https://www.mddus.com/wellbeing-hub/what-to-expect).

Additional information on [managing complaints](https://www.mddus.com/training-and-cpd/training-for-members/gp-risk-toolbox/complaints) can also be obtained here.