

To:	Trust Board
From:	Jennie Negus. Deputy Chief Nurse
Date:	19 th July 2018
Healthcare standard	Complaints People and those acting on their behalf have their comments and complaints listened to and acted on effectively, and know that they will not be discriminated against for making a complaint.

Title:	Annual Complaints Report 2017-2018		
Author/Responsible Director: Jennie Negus / Martin Rayson			
Purpose of the Report: To present to the Board the annual report on complaints			
The Report is provided to the Board for:			
	Decision		
	Discussion		√
	Assurance	√	
	Information		√
Summary/Key Points: Under the National Health Service Complaints (England) Regulations 2009, the trust must prepare an annual Learning from Complaints report each year. This must specify the number of complaints received, the number of complaints which the trust decided were well-founded and to summarise the subject matter of complaints, any matters of general importance arising from those complaints, or the way in which they have been managed and any actions that have been, or are to be taken to improve services as a consequence of those complaints. The report must be made publicly available.			
Recommendations: The Board is asked to note the report and its findings, to support improvement actions and seek assurance from directorates that action is being taken.			

Agenda Item 9.5

Strategic Risk Register	Performance KPIs year to date
Resource Implications (eg Financial, HR)	
Assurance Implications	
Patient and Public Involvement (PPI) Implications	
Equality Impact	
Information exempt from Disclosure	
Requirement for further review?	