

REASON WHY?

Complaints can take a long time to answer due to the need to investigate which can cause distress to patients and families waiting for answers. A number of complaints though can be answered more quickly, freeing up staff time to answer more complex complaints and ensuring that less complex issues are also answered in a timely manner.

PLAN

The plan was to manage less complicated complaints cases in a more streamlined way.

The process was reviewed to reduce the number of levels of approval needed in an attempt to make the process easier and speed up the time taken to respond.

This should mean that complaints that are less complex can be answered quickly, and free up staff time needed to investigate more complex complaints.

DO

Although the aim is to reduce the amount of time taken to answer complaints from 45 to 15 days the decision was taken that during the trial phrase complainants would not be informed that their complaints were being handled in any way different from the norm.

The team started with one area to trial and then after a month extended to other areas. Divisional Leads were approached to get their approval and held conversations with individuals to obtain buy-in to the new process.

The guidelines for the complaints process was reduced to 30 days, although the process has been reviewed with a 15 day timeframe in mind.



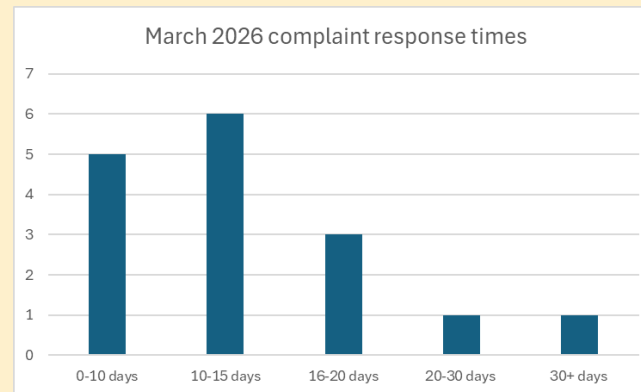
I reduce the amount of time taken to answer noncomplex complaints from 45 days to 15 days by February 2026

STUDY

In January to March there were 54 complaints and 41 (76%) were dealt with within the 30-day time frame. In March In March 2026 68% complaints were dealt with within 15 days.

Not all the cases have reached their timeline yet, so to date only 1 case has gone out later than the complainant was expecting (after the 30-day deadline)

Departments that are currently using the fast-track complaints process are: Bookings; Pathology; Radiology; Head and Neck; and Switchboard



ACT

The plan is to **ADOPT** the fast-track process.

It will be rolled out to all areas.

We will need to make some **ADAPTATIONS** and an example of this is that even if a case is suitable for fast track if it is an insourcing company complaint we will not be able to include these.

Data will be reviewed in 90 days to assess if the new process is still being efficient.