

## New Complaint Pathway

Compliant received from Health Care Complaints Commission  
(HCCC obtain the consents from the identified parties)

Referral includes:

- ❖ HCCC Referral Sheet - parties identified in complaint, contact details for the parties and any other relevant information
- ❖ Copy of the complaint
- ❖ HCCC assessment sheet (may provide further information)



Once complaint has been received:

- ❖ File must be processed within 2 days of receipt
- ❖ Referral from HCCC be date stamped on day received
- ❖ Make up file - includes information provided by HCCC, divider, pink record of contact sheet and triage sheet (stuck on inside of cover)
- ❖ File number from HCCC is used by the HCR as the identifier eg 03/00579
- ❖ Triage file/complaint in accordance with policy
- ❖ Letters to the parties that complaint has been received to be sent (letter new complaint) within 2 days of receipt of referral
- ❖ HCR brochure to be included with letter



Complaint file to wait for time to organise conciliation