



<b>Paper No. SET/50/21</b>	
	<b>Tick One</b> ✓
For discussion	
For approval	
For information/noting	✓

**Date of Trust Board Meeting:** 25 August 2021

**Confidential or Public Agenda:** Public

**Agenda item:** Compliments & Complaints Annual Report 2020/2021

### 1.0 Introduction

This paper provides a short overview of the Compliments & Complaints Annual Report for the period 1 April 2020 to 31 March 2021. It was approved by the Executive Management Team at their meeting on 13 July 2021, and by the Corporate Control Committee at their meeting on 21 July 2021.

### 2.0 Background information

In accordance with the HSC Complaints Procedure (revised 2019), HSC Trusts must produce an annual complaints report to include the number of complaints received, the categories to which the complaints relate, the response times and the learning from complaints. Copies should also be made available to the Health & Social Care Board, Patient & Client Council, Regulation & Quality Improvement Authority, the Northern Ireland Public Services Ombudsman and the Department of Health.

This report will be disseminated to all relevant parties post the Trust Board meeting on 25 August 2021 and published on the Trust's website.

### 3.0 Brief summary of key points contained in the paper/s

During the period 1 April 2020 – 31 March 2021, the Trust received a total of 526 formal complaints, which is a reduction from the previous year. The top three subjects\* of complaints for the reporting period are quality of treatment and care, communication and staff attitudes. This is similar across all HSC Trusts. During 2020/2021, 31% of complaints were responded to within the 20 working days target. This is a marked decrease from the previous year (43%). The Covid-19 pandemic had a significant impact of staff's capacity to investigate and respond to complaints.

In the reporting period, 15 complainants referred their complaint to the Ombudsman. At time of writing the report, 4 were not accepted for investigation by the Ombudsman, 1 was settled without investigation, and 10 are ongoing.

As a result of the complaints received, lessons have been learnt and have been shared with staff across the Trust. The receipt of complaints continues to allow staff to see how services can be improved on an organisation wide basis.

*\*One complaint can have more than one issue / subject of complaint*

Staff do appreciate knowing when things go well and during 2020/2021, 2,842 compliments were received and some examples are included in the report.

**4.0 Recommendation/s for the Trust Board (please state if the paper/s is for information/noting or for approval by Board members)**

That the Trust Board, note for information, the Compliments & Complaints Annual Report (2020/2021).

**Lead Director:** Claire Smyth

**Designation:** Interim Director Human Resources & Corporate Affairs

**Date:** 25 August 2021