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| **Agenda item:** | **14** |
| **Attachment:** | **I** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 19 July 2017 |

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| **Title of Paper:** | Complaints Register 2016/17 |
| **Purpose of Paper:** | To provide the Board with details of complaints received during 2016/17. If the Board require further detail regarding a specific complaint please contact the Corporate Secretary prior to the meeting. |
| **Reason for Submission:** | For information |
| **Details:** | A total of 20 Complaints have been received during the 2016/17 year. This represents an increase of 16 over 2015/16 when 4 complaints were received.  Of the 20 complaints:   * 11 (55%) were upheld; * 7 (35%) were partially upheld; and * 2 (10%) were not upheld.   By far the majority of complaints (9 or 45%) were regarding the delays associated with HRA Approval amendment backlog. Of these 8 were upheld.  3 (15%) were regarding HRA Approval processes (1 upheld, 1 partially upheld and 1 not upheld).  4 (20%) involved REC processes and procedures. Of these 1 was upheld with 3 being partially upheld.  Of the remaining 4 (20%), 3 involved CAG and 1 internal training.  The HRA encourages the local resolution of concerns before they become a complaint with 4 local resolutions being recorded during the year. It is however likely that concerns will be resolved locally without being formally recorded.  It should also be noted that the HRA also works hard to support individuals that have a complaint that involves a third party i.e. complaints about treatment in a research project. 7 were received in 2016/17.  It should be noted that there has been a long standing third party complaint being reviewed by the Parliamentary and Health Service Ombudsman which is now drawing to a conclusion. It is hoped that by the Board meeting further details will be able to be provided.  It should also be noted that appeals against Research Ethics Committee (REC) decisions are handled under operational Standing Operating Procedures (SOPs) and not classified as complaints.  Please see the Board Complaints Register 2016/17 for more detail. If further detail is required, the Corporate Secretary would be happy to provide these. |
| **Suitable for wider circulation?** | **Yes** |

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| **Recommendation / Proposed Actions:** | **To Approve** | |  |
| **To Note** | | **Y** |
| **Comments** |  | |

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| **Name:** | Stephen Robinson |
| **Job Title:** | Corporate Secretary |
| **Date:** | 22/06/2017 |