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| **Agenda item:** | **9** |
| **Attachment:** | **D** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 20 July 2016 |

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| **Title of Paper:** | Complaints Register 2015/16 |
| **Purpose of Paper:** | To provide the Board with details of complaints received during 2015/16. If the Board require further detail regarding a specific complaint please contact the Head of Corporate Governance prior to the meeting. |
| **Reason for Submission:** | For information |
| **Details:** | A total of 4 Complaints have been received during the 2015/16 year. This represents a reduction of 9 over 2014/15 where 13 Complaints were received.Of the 4 complaints:* 3 were upheld.
* 1 was not upheld.

Two can be broadly classified as involving operational processes, one about treatment at a REC and one about telephone handling.The HRA encourages the local resolution of concerns before they become a formal complaint with 3 being formally 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. 3 were received in 2015/16.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 2015/16 for more detail. |
| **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:** | 23/06/2016 |