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| **Agenda item:** | **13** |
| **Attachment:** | **G** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 24 July 2018 |

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| **Title of Paper:** | Complaints Register 2017/18 |
| **Purpose of Paper:** | To provide the LT & Board with details of complaints received during 2017/18. If the Board require further detail regarding a specific complaint please contact the Head of Corporate Governance & Risk prior to the meeting. |
| **Reason for Submission:** | For information |
| **Details:** | A total of 9 Complaints have been received during the 2017/18 year. This represents a decrease of 11 over 2016/17 when 20 complaints were received.Of the 9 complaints:* 1 (11%) were upheld;
* 8 (89%) were partially upheld;

By far the majority of complaints (5 or 56%) were regarding difficulties associated with HRA approval processes. Of these 5 were partially upheld.3 (33%) were about treatment either in a REC or by HRA staff (1 upheld and 2 partially upheld).The last concerned the volunteer recruitment processes and was partially upheld. The HRA encourages the local resolution of concerns before they become a complaint but none were recorded during the year. It is however likely that concerns will be resolved locally without being formally recorded.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. 5 were received in 2017/18 and it should be noted that one in particular was linked to a Parliamentary review and research into ME/Chronic Fatigue Syndrome (CFS).It should 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 2017/18 for more detail. If further detail is required, the Head of Corporate Governance & Risk 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 Tebbutt |
| **Job Title:** | Head of Corporate Governance & Risk |
| **Date:** | 26/06/2018 |