NHS
Health Research Authority

Agenda item:	14
Attachment:	H

HRA BOARD COVER SHEET

Date of Meeting:	24 July 2019

Title of Paper:	HRA complaints, concerns and compliments summary for LT & Board (2018/19)
Purpose of Paper:	To provide the LT & Board with an overview of complaints, third party concerns and compliments received during the period 01 April 2018 – 31 March 2019.
Reason for Submission:	For information
Details:	See slides
Time required for item:	**5**

Recommendation / Proposed Actions:	**To approve**	
	For information / to note	**X**
	For discussion	
	Comments	

Name:	Stephen Tebbutt
Job Title:	Head of Corporate Governance & Risk
Date:	03/07/2019