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| **Agenda item:** | **17** |
| **Attachment:** | **K** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 22 July 2015 |

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| **Title of Paper:** | Complaints Register 2014/15 |
| **Purpose of Paper:** | To provide the Board with details of complaints received during 2014/15. If the Board require further detail regarding a specific complaint please contact the Board Secretary prior to the meeting. |
| **Reason for Submission:** | For information |
| **Details:** | A total of 13 Complaints have been received during the 2014/15 year. This represents a reduction of 3 over 2013/14 where 16 Complaints were received.  Of the 13 complaints:   * 6 were upheld. * 5 were not upheld. * 2 were partially upheld.   It is challenging to easily categorise the complaints but 6 (the majority) can be broadly classified as involving operational processes.  The HRA encourages the local resolution of concerns before they become a formal complaint with 6 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 a research project (13 were received in 2014/15).  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.  Lastly, a new procedure was introduced during the year to cater for Appeals against a REC Decision by a Third Party. Whilst this is an unusual occurrence it was deemed necessary to introduce the procedure as they cannot properly be catered for under the Complaints Policy.  Please see the register 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:** | 15/07/2015 |