COMPLAINTS MANAGEMENT FRAMEWORK

Transforming Patient Feedback into Clinical Excellence

MED8U

Transforming Patient Feedback into Clinical Excellence

The MEDSU Complaints Management Framework (CMF) is a cost-effective and easy to implement, **comprehensive, end-to-end system** designed to help healthcare providers implement a robust internal complaints process that is **fully compliant with CQC** guidance and statutory regulations.

MEDSU

Core Components of the Framework

Our framework provides all the essential tools to move from initial setup to long-term compliance:

- **Policy & Procedure Suite:** Ready-to-use policies that define complaint handling and align with the latest CQC guidance.
- **Complaints Log & Audit Tool:** A structured device for logging actions, investigations, and resolutions, ensuring a clear, password-protected auditable trail.
- **Staff Training & Management:** Guidance on training staff to view complaints as opportunities for service improvement, including induction and refresher training pointers.
- **A Tiered Resolution Process:** Clear pathways for handling complaints locally, with specialised protocols for escalating complex cases to MEDSU's independent resolution service.

MEDSU

Operational Features & Benefits

Audit-Ready Outcomes: Structured internal auditing schedules (annually) and outcome reporting to demonstrate continual improvement to regulators.

Data Protection & Confidentiality: Includes built-in GDPR compliance measures, such as restricted-access folders and Data Subject Access Request (DSAR) forms.

Communication Templates: A complete library of professional correspondence, including:

- Confirmation of Receipt
- Progress Update Letters
- Internal & External Escalation Confirmations
- Resolution Confirmation Letters

Proactive Feedback Tools: Includes in-clinic posters, website signifiers, and feedback forms to encourage an open, transparent culture.

MED8U

Why Choose the MEDSU Framework?

External Validation:
Submit your anonymised logs for MEDSU review to receive an annual certificate of audit certification.

Reduced Risk:
Standardised logging of incident descriptions, dates, and relevant staff ensures consistency and speeds up resolution.

Expert Support:
Access to MEDSU's designated Complaint Resolutions Service when internal resolution is not possible

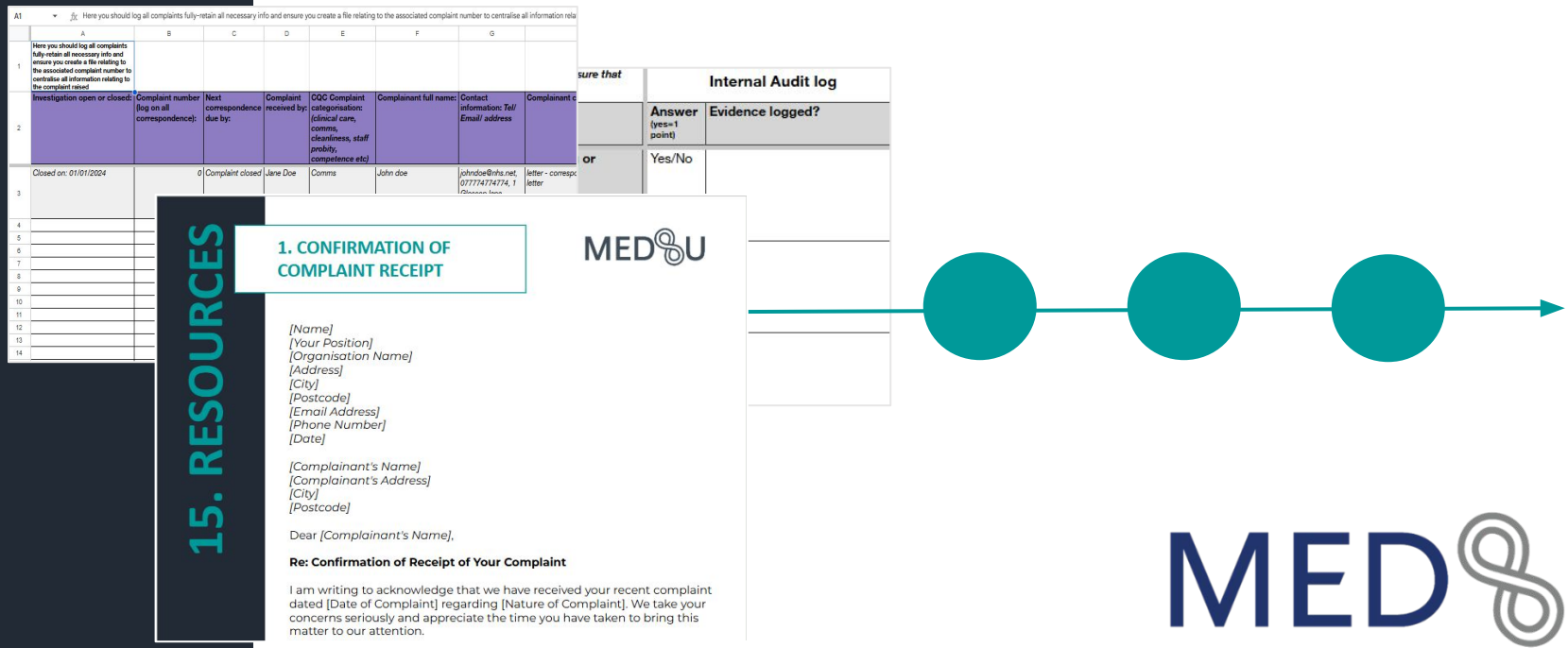
Ensuring CQC Compliance:
Our Framework meets the requirements of *CQC Regulation 16 – Receiving and Acting on Complaints*, *Regulation 17 – Good Governance* and *CQC Regulation 20 – Duty of Candour*, ensuring your compliance with the CQC regulatory obligations, whilst driving continuous improvements and quality assurance.

MEDSU

What is included?

Our comprehensive, independent complaint management framework includes an easy to implement system of recording and tracking complaints, email and document templates and guidance on processing complaints to completion.

Available as one download, all related guidance and documents are available and are simple and quick to establish for your clinic.



MED8U

Tiered Resolution Pathway

Access to guidance and a structured escalation pathway to resolve grievances efficiently at the local level, minimising the risk of formal litigation or professional body intervention.

What this means for your practice:

- **Early Intervention:** Resolves minor concerns before they snowball into complex disputes.
- **Clear Accountability:** Defines exactly who manages each stage of the process, from frontline staff to senior clinical leads.
- **Consistency:** Provides a standardized approach so every patient receives a fair, transparent, and compliant response.

MED8U

Get in touch to implement a quicker, more effective Complaint Management Framework

Full process documentation download and framework set-up takes less than 15 minutes, meaning you can complete your implementation and set-up today!

Call or email us to discuss your requirement:

CONTACT US:

Call us on 0800 689 9434 or email support@medsu.org to discuss your requirements and request a quotation.

MEDSU