



Complaints and Feedback Policy

Every complaint acknowledged, investigated, answered — and an independent route always open

Facility	
Policy owner (role) · approved by · date · review date	

Commitment

Anyone may complain or give feedback — patient, family, visitor, staff — about any aspect of care, without fear of disadvantage. Complaints are welcome: they are information we cannot get any other way.

How

In person to any staff member; by the form at reception and in the patient corner; by phone, email, or the online form; through the Patient Voice channels (QR, hotline). Anonymous complaints are accepted.

Timelines

Acknowledged in writing within 2 working days with a case number and a named contact. Investigated and answered in writing within 20 working days; complex cases within 3 months with an update every month.

Independence

A complaint is investigated by someone not involved in the care complained about. The patient may at any time take the complaint to the independent Patient Voice council, and is told so in the acknowledgement.

Learning

Complaints are classified (Patient Voice taxonomy), reviewed monthly, and the learning shared with staff. Trends go to the safety committee and the Patient Council.

Protection

Retaliation against a complainant is a serious breach. A staff member complained about is treated fairly under the Just Culture guide (Toolkit 8).

Approved by (name, role)	Signature	Date

Template from the ASF Policy Starter Pack. Adapt to national law; keep the ASF block; note what you changed.

ASF standards: Standard 2 — complaints; ASF Public Complaints and Feedback Policy; Patient Voice