

Patient  
Submits  
Complaint

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### RISK ASSESSMENT

An initial risk assessment is carried out on receipt of complaint e.g. low, medium, high

#### LOG COMPLAINT

Ensure no consent issues

Ensure no immediate action needs to be taken in relation to patient care

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### ACKNOWLEDGEMENT OF COMPLAINT

Acknowledgement can be oral or written, and occurs within 3 working days of receipt of complaint

#### COMPLAINT ACCEPTED

Copy of complaint from the patient to Member

#### RESOLUTION AGREED

No further action

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### PLAN OF ACTION

Finalised plan of action; including issues, outcomes wanted, investigation plan and timescale

#### PENDING INVESTIGATION

copy of the plan to the patient and the member

#### AGREED INVESTIGATION

e.g. internal investigation by whom, external investigation by whom

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### THE INVESTIGATION

Complaint remains unresolved, Chair of Ethics to review and analyse evidence provided

**ANALYSIS OF EVIDENCE**  
Reviewing response from Trichologist, records/policies, and drawing conclusions

**COMPLAINT CLOSED**  
Analysis of evidence complete

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### RESPONSE

Summary of main issues raised, actions taken, and a clear explanation in response to issues is provided.

Summary of the main issues raised, and clear explanation in response to each of the issues raised

**COMPLAINT CLOSED**  
Complaint referred to appeals process

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### RECOMMENDATION / DECISION

Recommendations or response is issued to parties proposing a resolution

**RECOMMENDATION / DECISION ACCEPTED**  
Patient and Member accept recommendation and decision

**DECISION REJECTED**  
Patient rejects decision. Appeals Process