

## New Complaints Procedure

As from 1 April 2009 a New Health and Social Care Complaints Procedure \* will come into affect

Please be assured your complaint will still be thoroughly investigated.



**How does this affect you?**

This new procedure will facilitate '**enhanced local resolution**'. This means that the Southern Health and Social Care Trust will investigate, and attempt to resolve your complaint satisfactorily and as quickly as possible in an open fair and flexible manner.

The Independent Review stage has been removed from 1 April 2009. However, if you have requested an independent review prior to 31 March 2009, please be assured that the process will continue.

From 1 April 2009, if you remain unhappy with the outcome of the enhanced local resolution you can approach the Commissioner for Complaints (the Ombudsman) to investigate your case. However, although you have the right to approach the Ombudsman at any time, he will not usually take on a case which has not first been through the Southern Health and Social Care complaints procedure.



**What if you are dissatisfied?**