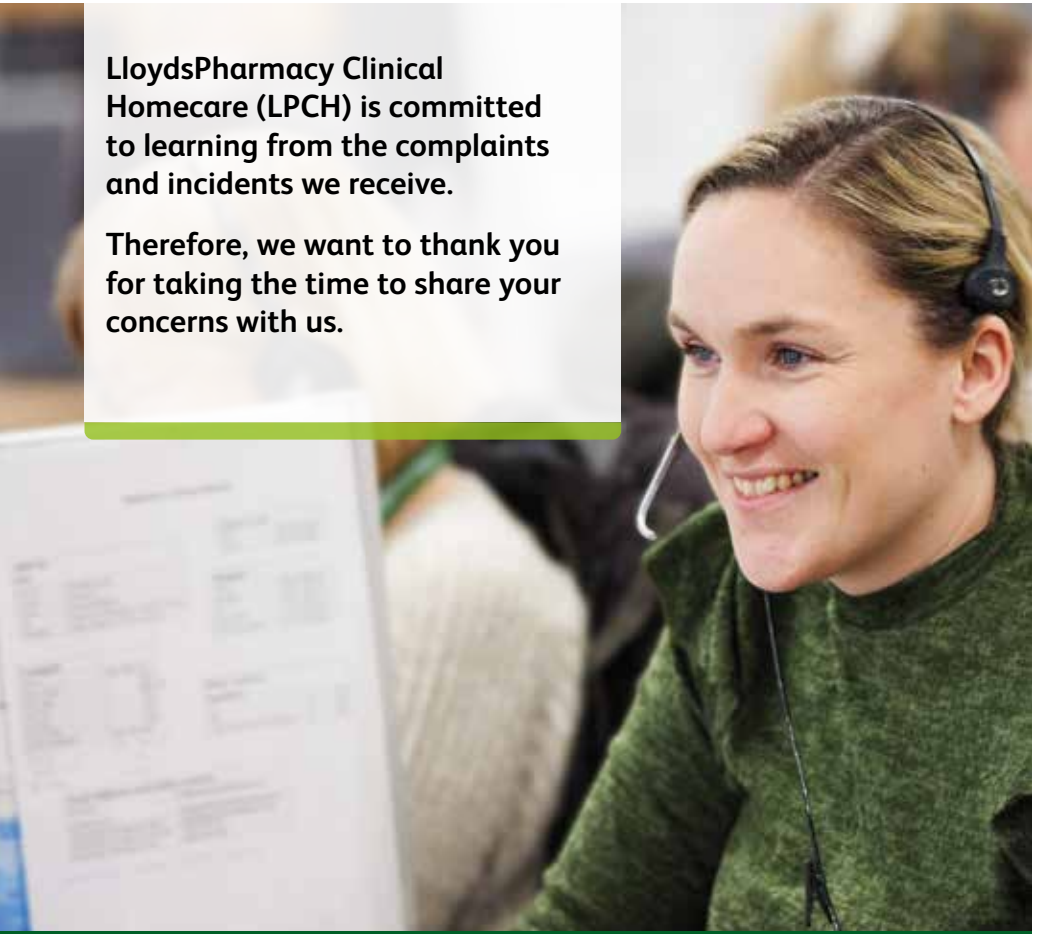



## Complaints and Incidents

# Guidance for Patients

**LloydsPharmacy Clinical Homecare (LPCH) is committed to learning from the complaints and incidents we receive.**

**Therefore, we want to thank you for taking the time to share your concerns with us.**





Below are the steps we take to manage complaints within our organisation.

**STEP 1**

### 1 Complaint received by LPOCH

Once we have received a report of a complaint (or an incident) this is logged on our complaints and incidents (CAI) management system. If a formal complaint has been made you will receive a letter acknowledging receipt of your complaint, this letter will also contain your unique case reference number and an email address for any questions.

**STEP 2**

### 2 Triage of complaint

After submission, all complaints are reviewed to determine the most appropriate department to investigate the root cause of the issue(s) raised.

**STEP 3**

### 3 Investigation

Investigation leads within our departments investigate the circumstances which contributed to the complaint. If multiple departments have contributed to a complaint, each department investigates and provides their findings.

**STEP 4**

### 4 Outcome

We have a central team who coordinate and manage complaints. Their role is to collate the investigation information provided by departments and produce a written response to the complainant (if required). They also update the CAI management system with the investigation findings.

According to the guidance which supports homecare companies to manage complaints and incidents we have 30 working days to conclude our investigation and provide a response. If you have made a formal complaint, you will receive a response in writing outlining our findings. (Informal complaints raised do not receive a written response). If we require more time for the investigation, you will be informed of this in writing.

**STEP 5**

### 5 Appeals

If you are unhappy with the findings from our investigation you can appeal the response provided. Instructions for doing this will be contained in the letter you receive. If your case is re-opened, we have another 30 working days to conduct additional investigations and we will write to you with our updated findings.

You can also escalate your concerns at any stage of the process to your local ombudsman or any of our regulators. For contact details please see our website.