

## Job Description - Complaints Officer

Complaints may be challenging and stressful for both for the complainant and the recipient of the complaint.

The Complaints Officer is responsible for ensuring complaints are managed using a transparent and informative process whilst complying fully with the Complaints Policy and the Code of Health and Disability Services Consumers' Rights.

If appropriate, feedback to the practice team may be valuable.

The Complaints Officer is required to present a summary of complaints to the Clinical Governance team at quarterly meetings.

Complaints Officer Responsibilities	
Manage Complaints	Manage complaints in accordance with the practice complaints policy.  Liaise with complainants in a sensitive and appreciative manner.  Inform the appropriate Director of any complaint.  Privacy for individual team members is to be maintained as deemed appropriate.
Dissemination	Presents a summary of complaints to Clinical Governance meetings  If appropriate, learnings may be discussed at practice meetings.

Signed by Complaints Officer:

Dated: