

## BSO Complaints Report 2014/15

### 1. Complaints Activity

A total of 53 complaints were received by BSO Corporate Services between April 1<sup>st</sup> 2014 and March 31<sup>st</sup> 2015. Out of these 53 complaints, 34 were upheld, 17 were not upheld and 2 are still awaiting a formal response.

During 2014/15, BSO received 4 review requests. These are detailed in the table below.

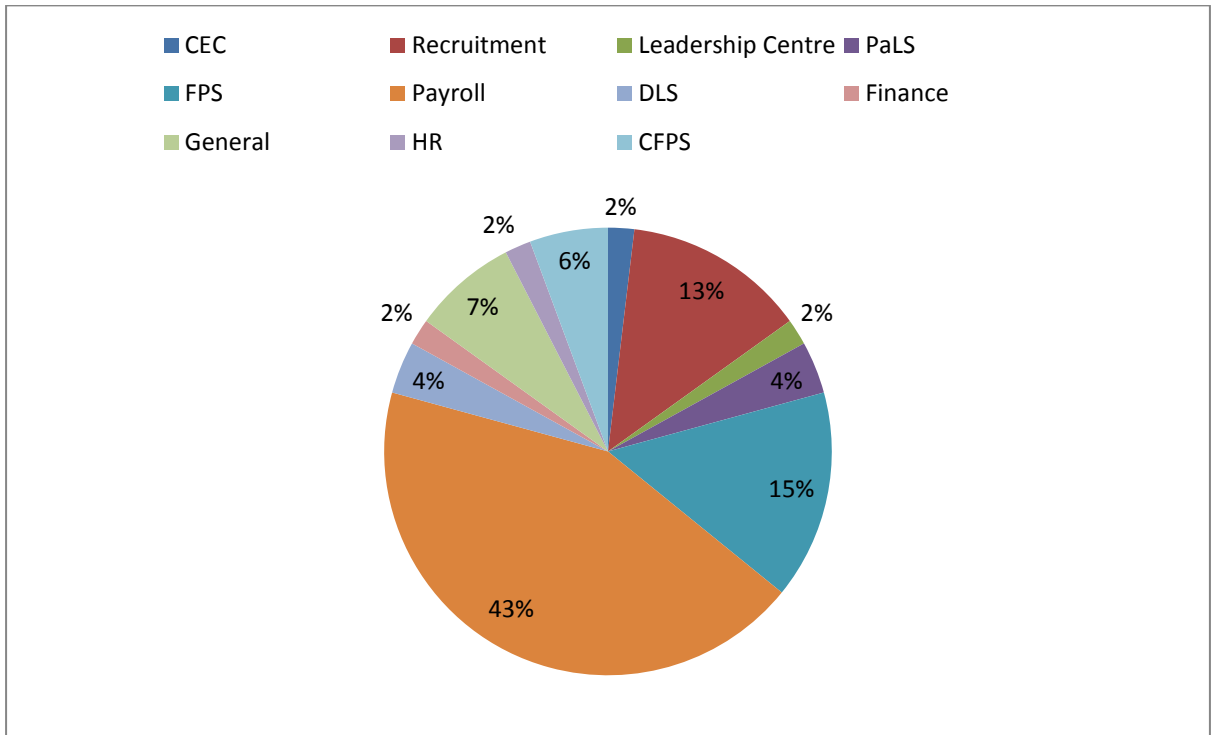
Internal Reference	Description of Complaint	Response following review
8-2014	Dissatisfaction with the standards of learning provision and administration for the PG Diploma Course	Apology issued, offer to refund course
15-2014	Letter from DLS requesting reimbursement of travel expenses	Discussion with NHSCT resulted in refund of travel expenses. Complainant advised of any further issues to be directed to NHSCT.
22-2014	Accusation of release of personal information to third party individual	Lack of evidence to support claims therefore no fault should be directed to BSO
50-2014	Complaint re BSO's processing of Pharmacy application	Change to BSO procedures for processing Pharmacy applications

Performance targets for 2014/15 in comparison to the previous financial year are shown in the table below.

	Number of Complaints Processed	Acknowledgement in 2 working days	Response issued in 20 working days
2013/14	26	64%	80%
2014/15	51	83%	76%

## 2. Distribution of Complaints

Complaints were received and distributed as per the chart below



The main recipient of complaints in 2014/15 was Payroll Shared Services, with the second largest being FPS and the third General complaints that were not attributed to one individual Directorate.

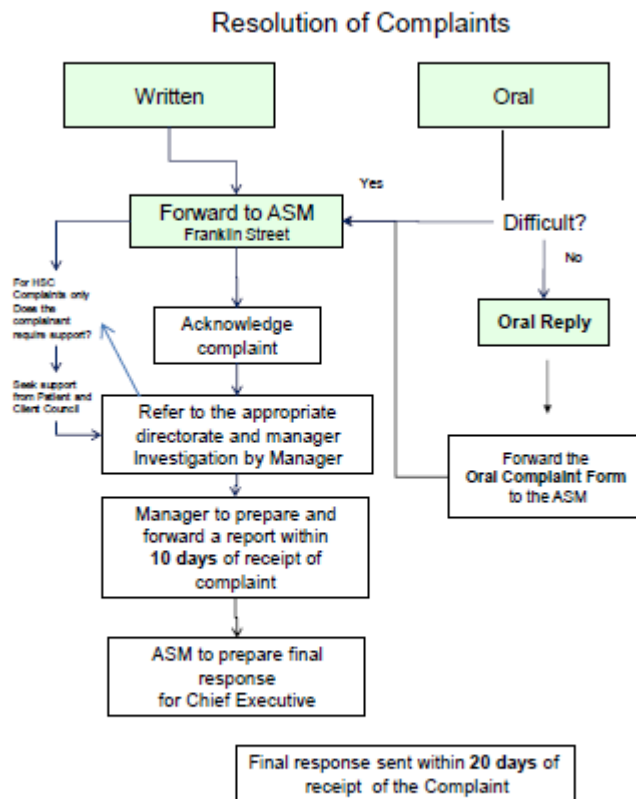
## 3. Themes

The main recurrent theme for complaints in 2014/15 was errors in the calculation of pay and superannuation as a result of the migration to the new Payroll Shared Service Centre. A secondary theme was due to problems that members of other Trusts were experiencing when trying to contact Payroll.

#### 4. Complaints Process

A revised complaints policy & procedure was agreed by the BSO Board in September 2014. The key dates for processing complaints are as follows:

- Acknowledgement in 2 working days
- Draft Response in 10 working days
- Final Response issued in 20 working days.



## 5. Review Process

A revised complaints review process was also agreed by the BSO Board. A review panel consists of a Non-Executive Director and Senior Manager. The timescales for processing a complaint review are as follows:

- Request for a review received within 10 days of initial response
- Review Panel meeting within 10 days of review request

