Community Pharmacy Quarterly Complaints Reporting

1. At **[Insert company],** we have made the following changes to improve our services/procedures as a direct result of complaints made:

|  |  |
| --- | --- |
| Summary of complaint | Change(s) made |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. At **[Insert company],** part of our process involves asking complainants to give us feedback if their experience of our complaints handling procedure is less than satisfactory. In this reporting period, we received the following feedback was received:

|  |
| --- |
| Summary of feedback |
|  |
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|  |
|  |

[As no feedback was received, we can expect that our patients’ experience of our complaints handling procedure was at least satisfactory]

1. At **[Insert company],** all of our staff have undergone training on the handling of complaints under the national procedure. This is now a part of our induction process, so any new recruits will also receive this training.

Please email this document on the last Friday of each quarter to carolyn.hand@nhs.scot