

# Closed Complaints :

## Monthly Submission Process

### Submission Process



- All closed complaints should be submitted through the Microsoft Form link
- The link will remain active for the full calendar year.
- **All closed complaints from the previous month** should be submitted before the monthly close down date
- Each closed complaint must be submitted **separately**.
- A **Nil Return** must be submitted via the form if there are no closed complaints.
- Provide a **secure email address** when completing the form, as you will receive a reference number and a copy of your submission which you can retain for your records.

### Submission requirements



- Each submission must include a **brief, anonymised summary of the complaint and the response issued**.
- For complaints involving:
  - **clinical or professional concerns**, and/or
  - any **risk or potential risk to patient safety** the form must be completed in full, **and** the relevant anonymised correspondence sent to [complaints.sppg@hscni.net](mailto:complaints.sppg@hscni.net)
- For all other complaints, only the completed Microsoft Form is required. No correspondence needs to be submitted.

### Monthly Submission Deadlines



- All closed complaints from the previous month must be submitted before the monthly closedown.
- Submission dates for the remainder of the calendar year can be found within the HSC Complaints Process guidance pack.

If you require any further assistance or support with the process, please contact [complaints.SPPG@hscni.net](mailto:complaints.SPPG@hscni.net). We hope this streamlined approach will ease some of the administrative burden and support you in managing complaints more efficiently.