

Annual NHS complaints report (England)

It is important that all practices keep records of complaints and are able to provide details to their primary care trust or health board. Practices in England, however, must compile an annual report:

Annual NHS complaints report for the financial year ending 31 March [insert year] ¹	
Name of Contractor:	
Contract number:	
Practice name:	
Practice address:	
Number of NHS complaints received during the year	<input type="text"/>
Number of NHS complaints received during the year, which I decided were well-founded	<input type="text"/>
Number of NHS complaints, which I have been informed have been referred to the Health Services Commissioner or Local Commissioner (as appropriate)	<input type="text"/>
Summary of NHS complaints received ² :	<div style="border: 1px solid black; border-radius: 15px; height: 100px; width: 100%;"></div>
Signed by contractor/for and on behalf of contractor*	
Print name:	Date:

¹ A copy of this report is to be sent to your PCT as soon as reasonably practicable after the end of the financial year

² Include subject matter of NHS complaint(s), any matters of general importance arising out of the NHS complaint(s) or the way in which they were handled and any matters or action which has been or is to be taken to improve services as a consequence of the NHS complaint(s).

* delete as appropriate