

Community Pharmacy North East Central

Grievance/complaints policy

Every organisation will make mistakes and may from time to time receive complaints about its work. It is the Local Pharmaceutical Committee's (LPC) responsibility to make sure that complaints are dealt with effectively and that the committee takes time to learn from the feedback it receives.

A complaint is a voluntary expression of dissatisfaction with the committee's policies, procedures, staff, members, or quality of service, whether justified or not. It may be made in person, by phone, by email or in writing. Complaints can be made to the Chief Officer (CO) of the LPC or the LPC chair should the complaint be about the CO.

Dealing with grievances informally

If a person has a grievance or complaint about any aspect of the LPC they should, wherever possible, start by contacting the LPC Chief Officer (CO) or Chair. They will have an informal chat regarding the complaint to establish if a solution can be agreed.

Formal Grievance / Complaint

If the matter is serious and an informal solution cannot be agreed, then the complaint should be made in writing by email or letter to the CO or chair.

The LPC will acknowledge receipt of the complaint within three working days.

The LPC will investigate the complaint and send the conclusion of the findings to the complainant within 35 working days of receipt of the complaint.

Appeal

If the complainant is unhappy with the response of the LPC investigation, he/she has the right to appeal the decision. The appeal must be submitted to the LPC Chair within 28 days of receiving the response from the LPC. The Chair will review the appeal and the investigation into the complaint. The LPC may seek further information/clarification from the complainant.

Depending on the circumstances the LPC may seek assistance in considering the appeal from colleagues in a neighbouring LPC.

The LPC will confirm its decision in writing to the complainant within 35 days of receipt of the appeal. The LPC Chair's decision is final.

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