Complaint Outcome Summary

<table>
<thead>
<tr>
<th>Name of Service:</th>
<th>Ross Hall</th>
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<tbody>
<tr>
<td>Date:</td>
<td>16/03/2022</td>
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<tr>
<td>Complaint Case Number:</td>
<td>CAS-01317-P6H5B1</td>
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1. Complaint Overview

We received a complaint about the following:

a) the service complaints policy and process

2. Complaint Conclusion:

After investigating the patient’s concerns we upheld their complaint.

3. Complaint Requirements and Recommendations:

**Requirement 1**

The provider must review the way it has handled this particular case and develop a learning plan to address any shortcomings identified, including the system failures in recognising that case was within the timeframe.

Reg 15(4), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

**Recommendation**

The service should develop a system to record what information is given to complainants regarding the complaints process and next steps

Health and Social care Standards: My support, My life. I have confidence in the organisation providing my care and support 4.20