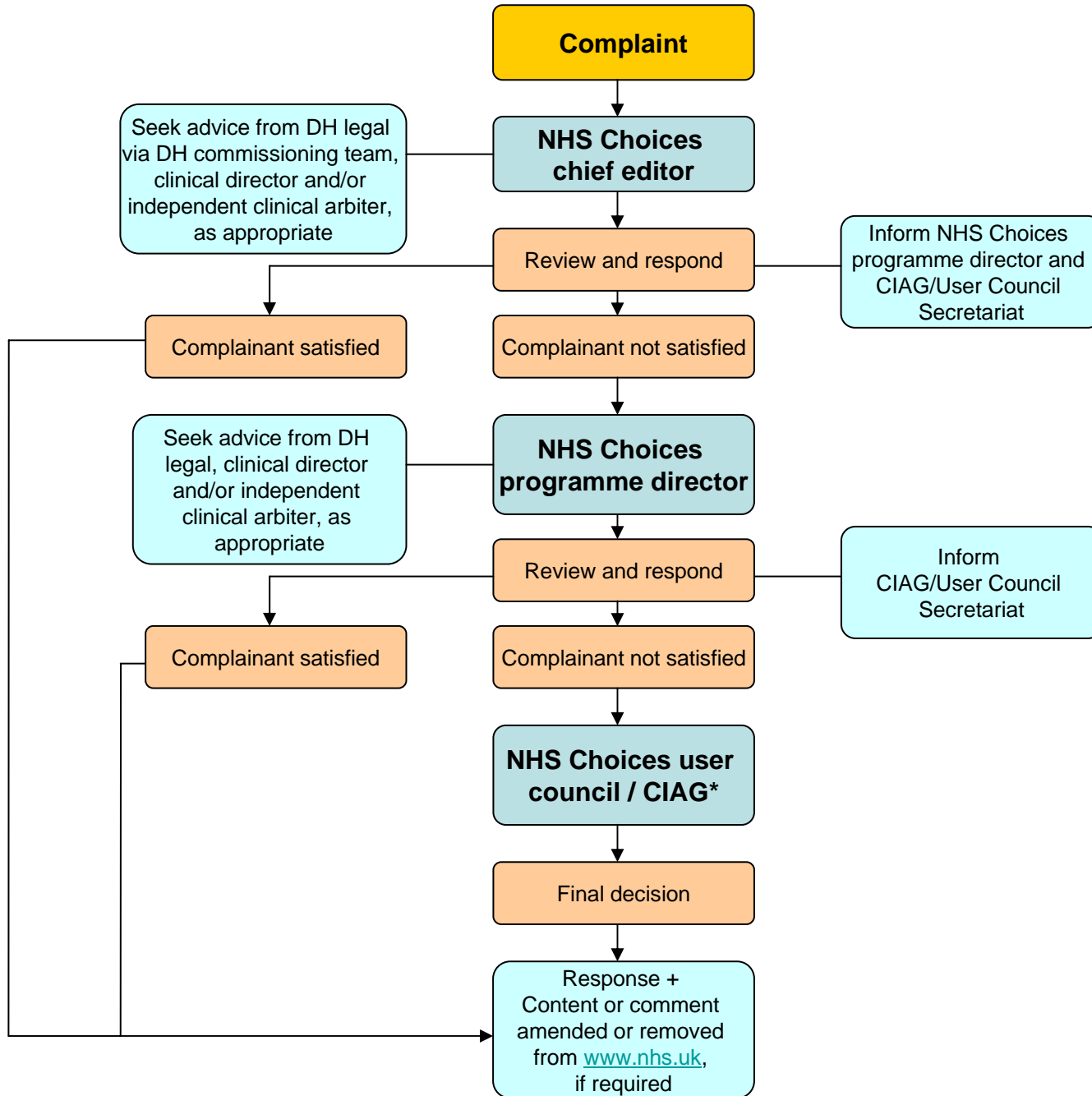


NHS Choices Complaint Process



Definition of Terms:

* CIAG = Clinical Information Advisory Group: Independent body ultimately responsible for editorial quality standards. If the complaint is of a clinical nature, it will first be considered by this independent body. The complaint may also be considered by the Independent Arbiter prior to being escalated to CIAG.

Clinical Director = Advisor for complaints of a clinical nature. Employed by Department of Health's supplier of the NHS Choices service.

Complaint = Non-acceptance of NHS Choices decision escalated beyond the moderation process.

DH Commissioning Team = the team ultimately responsible for NHS Choices delivering to time, budget, and remit.

DH Legal = The Department of Health's lawyers.

Independent Arbiter = A person who is called upon to assess a complaint. Not employed by NHS Choices

User Council = Independent body ultimately responsible for ensuring NHS Choices responds to patient needs.

Response time = 10 working days

Detailed Patient Feedback Complaint Process Documents available on request
(Email: nhschoicescomplaints@dh.gsi.gov.uk)