COMPLAINTS PROCESS

The Appraisal & Revalidation Service takes any report of complaint seriously.

Concerns about allocated appraiser
If the appraisee has a concern about the appraiser allocated to them, they should raise it immediately with their Area Administrator, explaining the reason for the concern. If appropriate, the administrator will make arrangements for another appraiser to be allocated.

Concerns about conduct/content of the appraisal
If the appraisee is concerned about the conduct of an appraiser or the content of the appraisal discussion, the appraisee should initially raise their concerns with the appraiser at the time of discussion.

If the discussion continues and the appraisee remains dissatisfied, the appraisee should record their concerns on the summary statement. The appraisee also has the option of terminating the discussion. In the event that the discussion is terminated, or the appraisee remains dissatisfied after raising concerns during the discussion, they should contact the local Area Lead in the first instance. The Area Lead will try to find an informal resolution to the problem through discussion with both parties. Should concerns remain unresolved, the appraisee should raise their concerns in writing to the Appraisal & Revalidation Lead and/or Programme Manager, and ask for a full investigation to be initiated.

At any point during this stage, the appraisee may choose to request LMC representation.

If, after the above, the appraisee remains dissatisfied with the conclusion of the investigation, a panel will be convened to consider the matter further. The panel will usually consist of:

- Wessex Dean or Business Manager
- Wessex Head of GP School
- Appropriate third person (e.g. Service Lead, PCT Clinical Governance lead)
Both parties would have the right to LMC representation at the panel, which will be conducted in accordance with the SHA/ Wessex Deanery grievance policy.

If the concern relates to the outcome of an appraisal, an option might be to offer a second appraisal with an alternative appraiser. Under exceptional circumstances, appraisers can be used from outside of the appraisee’s normal working area.

**Concerns about appraisal system as whole**

Where an appraisee has concerns or views which relate to the appraisal system as a whole, they should contact the Appraisal and Revalidation Service Lead and/or the Programme Manager. The Service Lead will try to find a resolution to the problem through informal discussion with all parties. At any point, the appraisee may choose to request LMC representation during discussions, and if required the process may continue as for “**Concerns about conduct/content of the appraisal**”.

**Process and Timelines**

Any concern or complaint received will be acknowledged within five working days of being received in the office.

The designated person dealing with the complaint will conduct the appropriate investigations and root cause analysis as required.

The designated person will respond to the complaint with the findings of the investigation within one calendar month of the acknowledgement of the complaint.

**Outcomes of complaints**

Action will be taken to address any areas for development identified as a result of a complaint. Any learning arising from a complaint or expression of concern will be shared as appropriate throughout the Appraisal and Revalidation Service at the earliest opportunity and with the commissioning organisations as a standing item in the annual report.