



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999
Email: foi@secamb.nhs.uk

16th November 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/10/30.

You requested the following information:

Your organisation will have a department, team, member of staff that is responsible for managing feedback and patient experience. These members of staff usually form part of the Patient Advice and Liaison Service (PALS), Patient Experience Department, Complaints Department, or something similar.

I would like to request the job descriptions (and person specifications) of the incumbent post holder(s) that handle and manage the complaints process for your organisation. The job description(s) requested will be at (AfC) band 4, band 5 and/or band 6 and their responsibilities will include, but not limited to:

- the management of complaints and concerns in line with national regulations**
- associated communication with patients and representatives to ensure successful resolution of complaint or concern**
- the co-ordination of an investigation, and formal response to the complainant**

Please provide these job descriptions (and any appendices) by email return, in line with relevant regulations. If your organisation does not perform this function 'in-house' and is outsourced, please forward this request to them for fulfilment.

Please find attached the job description for our Patient Experience Manager (band 6 – formerly known as 'Complaints Manager' but otherwise unchanged) and Patient Experience Officer (band 4). There are currently no permanent staff in the band 4 role.

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECAMB) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust
40-42 Friars Walk
Lewes
East Sussex
BN7 2XW
Email: complaints@secamb.nhs.uk

Should you remain unhappy with the outcome of any such internal review, you may request a decision from the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust