



In partnership with
healthwatch
Surrey



Getting the support you need

NHS Health Complaints Advocacy

Fast Fact 2 - Local Resolution Meetings

What is a Local Resolution Meeting?

If you've made a complaint to an organisation under the NHS complaints procedure and are unsatisfied with their response, the next step is usually a Local Resolution Meeting (LRM). This is an opportunity for you to discuss your concerns face-to-face with representatives from the organisation you're complaining about.

The other option, if you don't wish to attend a face-to-face meeting, would be to write back to the organisation with your outstanding concerns and request a further written response from them.

How do I request an LRM?

You'll need to write to the organisation you're complaining about, explaining that you're unhappy with their response to your complaint and requesting an LRM. You'll also need to provide them with information about what topics you'd like covered in the LRM (an agenda). You can do this in your letter requesting the LRM or at a later stage. We can support you with requesting an LRM, if you don't feel confident with doing this yourself.

Sometimes, the organisation you're complaining about may decline your request for an LRM; for example, if they feel that they have nothing further to add to their response to your complaint.

If this happens, you have the right to take your complaint to the Ombudsman (please see 'What next?' section overleaf).

What can I expect at an LRM?

- An LRM will usually be held at the organisation you're complaining about. For example, if your complaint is about a hospital, it'll be held at that hospital. We may be able to attend an LRM with you if you would like us to, depending where it's held.
- The NHS staff attending the LRM may not be the individuals involved in your complaint, but will be representatives of the organisation.
- The LRM should be recorded by the NHS, either in writing or as an audio recording which is written up later. You should be provided with a copy of the recording.

What next?

If you're satisfied with the outcome of the LRM, the complaint process has come to an end.

However, if you remain unsatisfied, you could write a further letter detailing your outstanding concerns, speak to the person handling your complaint or request a further meeting. If the organisation feels everything has been done to answer your complaint they should advise you of this in writing.

If you are not satisfied at this point, you have the right to take your complaint to the Ombudsman - please see advocacy Fast Fact 3: The Parliamentary and Health Service Ombudsman. The Parliamentary and Health Service Ombudsman won't consider your complaint until the organisation you're complaining about has confirmed that they've provided their final response on the matter.

**The Independent Health Complaints Advocacy Service is provided by SILC
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Surrey Independent Living Council

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