**Information on Complaints during COVID-19 – updated April 2020**

* Ashford and St Peter’s Hospitals NHS Foundation Trust

Have suspended the NHS Complaints Process for three months during the current Covid-19 pandemic. This means at present they are unable to start a complaint investigation until August 2020.

* Royal Surrey NHS Foundations Trust

There may be delays to complaints as it may not be possible for the staff involved to comment on concerns in a timely manner. Any face to face local resolution meetings have been cancelled and will be rebooked as soon as feasibly possible.

* Frimley Health Foundation Trust

The Trust are still operating a PALs and Complaints service but are not inviting patients/relatives into the Trust for Local Resolution Meetings and are advising all complainants that due to the current NHS pressures the written responses may be delayed.

* Surrey & Sussex Healthcare NHS Trust

The complaints team have been asked to help with the delivery of PPE to clinical areas. They are trying to process complaints too but there is the possibility of a delay in responding to complainants. They are not currently running Local Resolution Meetings, so each complaint is being dealt with on a case by case basis.

* Epsom and St Helier Hospital NHS Trust

The Trust are still accepting formal complaints under the NHS Complaint Procedure. However, they will be extending their response deadlines for all complaints to 12 weeks in the first instance. If they are unable to meet this deadline, they plan to extend the deadline by a further 8 weeks. This means that they anticipate it will take up to 20 weeks to respond to a complaint. However, as it is unclear how the current situation will change, they will be reviewing this initial plan and will amend the process where necessary. If the complainant remains dissatisfied following the response, they will not be offering a meeting as a follow up which they would normally do. Instead, they will be reviewing the outstanding concerns and either sending a further written response or advising the complainant to go to the Parliamentary and Health Service Ombudsman. ​

* Surrey and Borders Partnership NHS Foundation Trust

Due to temporary changes to the availability of their senior clinical and managerial staff as they respond to COVID-19, all complaint investigations are currently suspended until further notice. They have written to all clients who currently have open complaints with them and will continue to keep clients and advocates updated. They are not currently holding face to face complaint meetings.

This information was updated April 2020 and is subject to change and review.