

HANDLING PATIENT RELATED COMPLAINTS

POLICE INVESTIGATIONS

There may be instances where an internal investigation into a complaint is interrupted by the commencement of a police investigation.

This addendum to the Complaints Policy suggests that ceasing an internal investigation should not be an automatic reaction to police involvement.

- Discussion should take place with the manager responsible and the Complaints Manager regarding the ongoing internal investigation.
- Advice may be sought from the police as to whether or not continuance of the internal investigation would be contrary to their wishes.

Effective May 2002 – Will be reviewed at Policy Review date in the autumn of 2002.

Authorising Officer – Fiona Cameron