

FG PCT

Complaints Tracking Form

Name of Complainant **Code A**

Name of Practitioner/PCT **FLC**

Address **Code A**

Address **re GWMH**

Complaint Ref **Compl002/002**

Date Received **22/01/02**

Date	Action/contact	B/F	Initials
22/4	Ack - awaiting sig from JP ✓ Sent 23/4	7/5	(10)
20/5	e-mail to JP - 2 response sent - 2nd not? holding letter?	22/5	
21/5	Holding letter sent	28/5	
31/5	Discussed BW/FC. Report near completion. To AT for response completion	12/6	
13/6	Call from B. Woodland Report with JP each copy to one to me.	19/6	
3/7	Report with JP - drafting response		
3/7	- Discussed Code A - not like mtg all parties to discuss complaint	5/7	
4/7	E-mailed JP re dates.		
5/7	Letter from GD. received. - Discussed FC. AT to do letter.		
11/7	Discussion Code A - progressing letter mtg with appropriate parties and rec'd response. Issues outstanding		
12/7	email message left by Code A wants letter by 15/7 for mtg 22/7		

AT not in until 18/7 - letter to **Code A** will
be scaled
mtg



FBG PCT

Continuation Sheet

Complainant's Name ... **Code A** Reference No 007/002

Date	Action/contact	B/F	Initials
15/8 16/8	Response sent Fax copy to Dr Grocock.		
4/11	Dr Grocock happy for me meeting to take place on 27th November / 11am. Final/Man Gained. * Requests a candidate for Second meetng to discuss practice problems.	P 19/11	BF
7/11	Mtg confirmed for 27/11		
13/11	Schedule mtg AP. FC.	28/11	
29/11	Candidate letter de - sent to T. K. L. 1st 28 days = 6 Jan		
27/11	Meeting & Code A + friend Mary Miles		
6/12	Code A tele by FC message left. letter & Dr Grocock. Should receive early next week		JZ

9/12/02 letter in post to **Code A** JZ

Continuation Sheet

Complainant's Name: **Code A**Reference No. Comp 1002/2002

Date	Action/contact	B/F	Initials
7/1/03	Ack request for IRP		
13/1/03	Letter dated 11/1/03. received from Code A ? 2 complaints. <u>D. Sp.</u> <u>D. Smith</u>		