

COMPLAINTS ACTION LOG

C.O. Manager Handling... BM (LHbeger)

Name: Raeck / Richard

No: B98/042

Date received: 19-8-98
acknowledged by phone

Chase Date: 10-9

Reply due for despatch: 17-8-98

Leaflet sent with Ack? Y N

DATE	ACTION	SIGNATURE
19-8-98	LH telephone conversation with Mrs Raeck - Sue Hutchings contacted and asked to see on ward.	Code A
20-8-98	D/W Bill Hooper who advised Mrs Raeck report of complaint received - had acknowledged till the taped on Monday	Code A
24/8	copy of Mrs Raeck report received by Fax	Code A
11/8	LH letter to Mrs Raeck drafted	
	BH dealing	
8/9?	Telephone call from Sue Hutchings. Mrs Raeck asked had phone call for a copy of our response to Mrs Raeck because Mrs Raeck will not tell us the detail of the complaint (Paul/Fax)	
	We agreed this would be breaching Mrs Raeck's confidentiality. Issue to be addressed in final response. Sue or Ah for 11/9 - draft report to T do by then.	Code A
	? Lesley - have you responded to Mrs McKenzie?	
20/9	Draft done at home - Faxed to YH Emailed -> BR	
22/9	D/W B. R + her ^{checked} _{response} Emailed to us	

22.9 Reply sent
 25.9 Meeting arranged for 29/10/98
 g:\trust_hq\people\lesley.complain\procedur\actnlog doc 24 February, 1998
 at 2.30
Code A

MRS LACK: Code A

MRS MCKENZIE: Code A

COMPLAINTS ACTION LOG

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C.O. Manager Handling BM

Name: LACK / MCKENZIE

No: B98 / 042

Date received: re RICHARDS

Chase Date: 10-9

Reply due for despatch

Leaflet sent with Ack? Y/N

DATE	ACTION	SIGNATURE
23/9	Mrs Mck. phoned. Wanted to complain about her letter spoke to BM at home. Happy to discuss with sister & both want to take up meeting offer.	
28/9	Mrs Mck ring. Spoke to LA Can't make meeting date Will ring us with alternatives	
30/9/98	BM dw Barbara Robinson Agreed she and Bill Hooper should meet the sisters. Mrs back away 14-24 Oct. : Mtg to be arranged when all four available - Mrs Mck will phone us. NB Harsh elements may need to be picked up - BK will do if further list of problems suggests it is necessary	

COMPLAINTS ACTION LOG

CONTINUATION SHEET

Name: Paet/Mckenzie/Reid No: B98/042

DATE	ACTION	SIGNATURE
11-12-98	Telephone call from DC. Madson. Mrs McKenzie has asked for charges of unlawful killing to be brought against Dr Barton - See Fib Note	Code A
14-12-98	Letter drafted to Mrs Laura McKenzie asking permission for us to disclose information on mother's case to police.	Code A
14-12	Dr Barbara Robinson - Dr Lord is consultant - Barbara is asking both Dr Lord & Dr Barton to phone me.	
14-12	Letter to Mrs. Lock + Mrs. McKenzie	Code A
15-12	Mrs Paet telephoned - OK to share information with police + see fib note	Code A
16-12	Mrs McKenzie may give permission to give information to police.	Code A
17-12	Researched with Barbara Robinson. Note on report - I explained Dr Lord to draft statement, memo to Dr Lord	
18-12	Request from Dr Lord for "Police Demand" See Reentry	Code A
23-12	Statement received from Dr Lord - Warburton also at court.	
29-12	Verbal feed back from Warburton - see Barton needs to be comfortable with Dr Lord's statement & to check out with her HOU. Telephone saw at	
	has suggest - on ALK till 4 Jan - left messages for her to call me. Tried to call D.C. Madson to update - not on duty till tomorrow 1/1	Code A
11-1-	Letter from Dr Barton.	
14-1	Dr Barton confirmed OK for Dr Lord report to go to police	Code A
22-1	Memo drafted for see Barton in response to 11-1 letter	
25-1	Memo sent to Dr. Barton	Code A

17.3.99 CPS decided no case.

Code A

COMPLAINTS ACTION LOG

CONTINUATION SHEET

Name: Paet/MacRae/Medad No: B98/042

DATE	ACTION	SIGNATURE
7/10	Tel call to Max from D.C.I. Ray Burt - he will be writing re. further police access to medical records.	Code A
11/10	Letter received from D.C.I. Burt. 1) Fran Buxey asked to find note of exact quantity involved in the episode case 2) letter sent to Mrs Paet/MacRae asking permission for police to access notes 3) Letter HH to DCI Burt re. access.	
19/10	Mrs MacRae & Mrs Paet planned to say O.K. for police to access records. Mrs L. says she has not spoke to Mrs M since last Dec 10.	
---	DCI Burt phoned - see file note. Meeting with HH on 27/10	Code A
27/10	Meeting as above - See E-mail.	
4/11	Further meeting with DCI Burt to clarify board records etc.	Code A