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**Independent healthcare regulation**

**Complaints Procedure Consultation 2019**

**Response Form**

**About you**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| My name | Alison Keir | | | |
| Job title  (if applicable) | Policy Officer – Scotland | | | |
| Organisation name  (if applicable) | Royal College of Occupational Therapists | | | |
| Email address  (if applicable) | Alison.keir@rcot.co.uk | | | |
| I am responding as:  (mark ‘x’ where relevant) | Member of the public |  | Carer |  |
| Healthcare professional |  | Social care professional |  |
| Voluntary /community sector representative |  | Other stakeholder | x |

**Please return this form by 5.00pm on Friday 15 February 2019 to:**

Natalie Graham

Administrative Officer – Independent Healthcare Services

Healthcare Improvement Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

**Using your personal information**

Personal information which you give us will be used for providing you with feedback following the close of consultation. More information on how we manage personal information can be found on:

[www.healthcareimprovementscotland.org/footernav/respecting\_your\_privacy.aspx](http://www.healthcareimprovementscotland.org/footernav/respecting_your_privacy.aspx)

**Consultation questions**

|  |  |
| --- | --- |
| **Question 1**  Please tell us whether you support Proposal 1. | **Yes No**  x  Please tell us why you have given your answer.  Would bring inline with other regulators such as the Care Inspectorate |
| **Question 2**  Please tell us whether you support Proposal 2. | **Yes No**  x  Please tell us why you have given your answer.  Improve communication and make complaints procedure more transparent |
| **Question 3**  Please tell us whether you support Proposal 3. | **Yes No**  x  Please tell us why you have given your answer.  Improve communication and share learning |

**Thank you for your response.**