

Client/Referrer raises concern via the Clinical Commissioning Group

Is this a general issue/concern (i.e. not client specific) ?

YES

Speak with your BPAS Development Manager

Your BPAS Development Manager will liaise with the relevant unit(s), obtain the information required and respond to the issue raised at the soonest possible time

If you find that a more detailed, client specific, investigation is needed, you can obtain client consent and forward the details to the Client Engagement Manager

NO

CCG obtains **consent** from client for BPAS to investigate and share the findings with the CCG (and referrer if applicable)

Complaint is sent to BPAS' Client Engagement Manager, Pamela Field by post to: BPAS Head Office, 20 Timothys Bridge Road, Stratford-upon-Avon. CV37 9BF

Complaint is acknowledged by the Client Engagement Manager and investigation commences

Once you have received our response, if you feel that certain points have remained unanswered, this can be discussed further

NB: BPAS will provide a full response within 20 working days. If we cannot keep to this timeframe you will receive an explanation of why this has not been possible

