

**Essex & Southend LINK
Public Meeting 25th February 2010**

Workshop feedback - Complaints & Disputes/Conflict of Interest

Complaints & Disputes

- National policy recognisable anywhere would be useful
- A policy is required
- Mechanism for feedback is important – positive and negative
- Complaints, compliments and concerns
- Option of verbal approach rather than written – some people are more confident in face to face situation
- Locality issues to be heard by locality Chair (unless subject of complaint)
- County issues to be heard by CCG Chair (unless subject of complaint)
- A process for formal complaints (tiered approach) – for host to manage and then to local authorities if not resolved
- Must be time limited
- Agreed to adapt host policy for LINK rather than re-invent the wheel

Conflict of Interest

- Good practice to include as a standing item on all agendas
- Criteria – financial and personal interest or knowledge of others
- Yes – Register of Interest is required
- Any breaches should go through complaints procedure