

Dudley Group NHS Foundation Trust: Equality Impact Assessment

Step 2 - Screening Tool

Please complete the following when screening your policy or service for potential impact on equality groups.

1. Name of lead	Maria Smith
Contact number & email	01384 321035 Maria.smith@dgh.nhs.uk
Directorate or Department and Team	Nursing Directorate
2. Name of service or policy 2.1 Version	Complaints Policy v4
Is this a new or existing piece of work?	Existing
3. Target audience e.g. patients and public; NHS staff; professional health organisations; voluntary organisation; internal staff	Patients, public, NHS staff, professional organisations, voluntary organisations, internal staff
4. What are the aims of the service/policy? i.e. what does the policy or service hope to achieve?	To describe the Trust's policy on handling and responding to complaints about the service provided.
5. Does any part of this service or policy have the potential to have an adverse impact based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? <i>If No, please provide brief reasons.</i>	No. It is a policy which outlines the Trust's handling and response to complaints made by person(s) regardless of age, disability, ethnic origin, gender, religion/belief or sexual orientation
6. Are there any factors that could lead to different outcomes or satisfaction levels based on people's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No. All complaints are handled in the same way regardless of age, disability, ethnic origin, gender, religion/belief or sexual orientation

Complaints Policy,
Version - 4

If you have answered yes to any of questions 5 or 6, you must now complete a full Equality Impact Assessment using the proforma provided by the Trust.

If you have answered No to all of the above questions, a full assessment is not required. Please complete the following sign-off section and send a copy of this screening to your Head of Service, Matron or Head of Department as appropriate **and** to Liz Abbiss, Head of Communications at Trust HQ.

Name of person completing this screening:

Job Title: Complaints and Claims Manager

Date sent to Head of Service, Matron or Head of department: 14.01.13

Date sent to Head of Communications, Trust HQ: 14.01.13

For advice relating to completion of this screening, please contact Human Resources on 456111, ext 3807