MAP – Guidance for Criterion 9: Complaints & Compliments

This criterion is in two parts.

In the first section you need to succinctly outline your practice complaints procedure. The complaints policy itself is not part of the assessment.

The second part of this criterion asks you to describe a complaint that you've had (or have been substantially personally involved in its resolution). It has to be within the five years prior to submission. Many general practitioners do not receive formal complaints within this timeframe but perhaps you've been involved in a complaint against a member of the Practice staff (i.e. resolving this as per your complaints procedure).

If no formal complaint has occurred within this timeframe then you can use a dissatisfaction. This needs to be significant, for example, one where you could use part or all of the complaints procedure to resolve the issue.

For instance, maybe a patient has expressed dissatisfaction during a consultation and afterwards, on reflection, you decide to write a letter of apology and outline steps in that letter as to how you might try and prevent this happening again. There are other examples, when test report handling goes astray for instance, and others when different practice systems fail to meet patient needs etc.

Importantly you need to show you have made some change in your practice or practice system to minimise the recurrence of the issue which gave rise to the complaint/dissatisfaction. It is not sufficient simply to aspire to change, saying, for example “I am going to do better here”!

Alternatively, you may choose to present a compliment or appreciative feedback you have received in relation to your clinical practice.

You should be able to describe the patient's view of your work but also be able to place it in perspective. For example, a patient might be especially appreciative of something you did as a matter of routine.

The compliment should refer to work you have done yourself. You should include reflection on it in regard to the circumstances of the relevant event, and why you felt the compliment was especially welcome. You will need to describe how the compliment arose. You will need to include a justification for why you have included the compliment.

If you choose to submit a compliment, you must demonstrate resulting change in personal professional practise or that the compliment was received as a result of change in practise – you must also describe the change.

The criterion is about the way you appreciate and deal with feedback from patients. It is not marked on the worthiness of the compliment itself.