

Complaint Outcome Summary – for upheld complaints only

Name of Service:	Ross Hall Hospital
Complaint Case Number:	CAS-01226-G8M8Y

1. Complaint Overview
<p>The complaint areas we investigated were:</p> <ul style="list-style-type: none">a) The service did not follow national guidelines for conducting an MDT prior to treatment.b) The service did not follow their complaints policy.c) The service did not follow legal requirements and professional best practice in relation to patient care records.