**NHS Complaints Summit**

**Biography & Abstract**

**Mike O’Connell, Legal Services Practitioner**, has worked in the NHS in Yorkshire for 38 years, was Head of Legal Services at The Mid Yorkshire Hospitals NHS Trust and is currently Interim Senior Inquests Manager at Calderdale and Huddersfield NHS Foundation Trust. Trained in Serious Incident Investigation, he has been dedicated to the management of legal services for over 25 years, involving managing Clinical Negligence, Employers’ and Public Liability claims, providing advice and education to Trust staff in relation to medico-legal matters (including Coroner’s inquests and serious incidents), and the provision of staff support in such matters. In 2014, his team was voted The Legal 500 UK in-house team of the year for healthcare. An alumnus of the Capsticks Diploma in Clinical Risk and Claims Management (1997), Mike was Vice-Chair of the national Association of Litigation And Risk Management (ALARM) 2001 to 2003, then Chair from 2004 to 2007 and again in 2009/2010, assisting in its transition to become the Patient Safety Section of the Royal Society of Medicine. Mike also established and hosted the Litigation/Risk Management Network (North East) from its inception in 1995 to 2017. **Qualifications**: BA (Hons), DipRM.

**Complaints: the legal aspects**

This session provides, in a very practical manner, guidance on how to investigate complaints, how to prepare the complaint response, including complying with the Duty of Candour, plus the legal perspective on complaints, and how best to resolve disputes, all from the standpoint of an NHS Legal Services Manager, and comprises:

* **The legal perspective on complaints**
* **Complaints investigation: a step by step guide**
* **Writing and delivering the complaint response**
* **Responding to complaints and complying with the duty of candour**
* **Issues around compensation and reimbursement**
* **Quality assurance: consistently doing a good job.**

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