



Complaints Handling

Automatically generates responses to patients by the appropriate deadlines and monitors your performance



Supports you through the complaints process

Datix Complaints Handling software provides the tools you need to respond promptly and effectively to complaints, generating correspondence and identifying areas where the quality of your service could be improved. Datix lets you know when a reply is due to a complainant, helping you to meet your targets for response times. Deadlines for responding to a complaint are calculated and displayed on the screen when details are entered on Datix. When users log into Datix, they are immediately shown the complaints that are due a response on that day, and also those complaints that will be due a response in the next few days.

Letters and memos are generated automatically when a response is due and stored with the details of the complaint. Letters from complainants can also be scanned in and attached to a complaint. Datix can also interface with your e-mail system, allowing correspondence to be e-mailed directly from Datix and any replies to be filed with the complaint. This means you can easily refer back to correspondence at any time.

Secure information at your fingertips

Complaints handlers appreciate the instantaneous access to information that Datix provides. You can pinpoint the complaint you are looking for by searching on words that appear in its description. Datix is a fully networked product, which means that your complaints handlers can all access the software simultaneously. Complaints handlers in different departments can be given access only to view the complaints for their own departments, keeping your data confidential.

Helping to improve your services

Datix will help you identify areas that are frequently the subject of complaints, allowing you to focus on these in your efforts to improve services. Datix can also record positive feedback from service users and staff and can be used effectively in training, induction seminars and staff appraisals. Datix Complaints Handling integrates with Datix Incident Reporting, Freedom of Information, PALS, Claims Management, Standards and Risk Register to offer a comprehensive risk management solution.

About Datix

Datix is a global supplier of software for patient safety, risk management, incident and adverse event reporting.

We aim to help healthcare organisations build a culture that drives excellence in patient safety, based on market-leading software, skills and healthcare knowledge.

Set up specifically to meet the governance and risk management requirements of the healthcare industry, Datix is working as a partner to leading healthcare organisations across the world.

Today, Datix customers include more than 70% of the National Health Service in the UK, the United States Department of Defense, a number of provinces in Canada and some of the world's leading private healthcare providers.

