

Corrective Action Request Form (CAR) (IMD031 Rev.1)

Name of Person Raising CAR

Lee Payne

Date

24/07/2023

Type

Corrective Action (existing issue)

Source

External Audit Finding

Process

Improvement

Priority

Urgent / Critical

Describe the issue/problem/suggestion in detail

NHSS 8 requires complaints received via the HEA, as administrator of HERS, or via the SSAC shall be investigated and corrective action completed as soon as practicable and no later than six months from the date of being advised of the complaint.

No evidence seen in the management system how this is managed and controlled in relation to meeting the six-month timescale to address complaints and corrective action.

Supporting Information