

Using the Form

The **NHS Supply Chain Customer Complaint Form** has been broken down into six sections; this allows us to gather data that is similar. There are six sections to the new form these are;

- Organisational Details
- Contact Details
- Order Detail

- Product Detail
- Complaint Details
- Outside Bodies.

There is also the ability to upload attachments; these can be in any format, such as Jpegs, Word files etc. an example could be supporting images of product damage or copies of paperwork. At the end of the form you will find the **Supporting Information** section;

		Supporting Information	
	Supporting Information		
	Choose file No file chosen	Choose file Knowledge Explained.pdf	
7		Choose file nxt-steps-risrat-glewis.pdf	

To add a file, click 'Choose File', navigate to the file using the dialogue box, to remove a file click the minus — sign, to add additional files, thereafter, click the Plus + sign.

The form will retain any information you have input, until you save it using the submit button (located at the bottom of the form). Should the browser shut down, no information will be retained, you cannot save the form and go back to the complaint at a later date.

The form will work on any web-browser, and on any operating system; Apple or Windows.

You will notice as you go through the form that there are;

Grey information boxes; these boxes contain information about each section.

	rganisaud	onal Details						
	Please enter	the details of the organis	ation from wh	ich the complain	t is being made:	4		
A red * star implies that	t the inp	out is manda	tory, th	e form wi	ll not save	e unle	ess this inp	ut is
added.								
A								
A Question Mark 🎱 If ye	ou click	r this '?' hutte						
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To move on, or remove the balloon, you will need to re-click the * symbol.

Types of Inputs

The form uses a series of inputs; the below discusses the key types of boxes you will come across whilst completing the form.

Dropdowns Boxed		Trust Name 📀	
Trust Name 📀	\sim	Please select	A
Please select			٩
		NHS Dudley CCG	
		NHS Mansfield and Ashfield CCG	
		NHS South West Lincolnshire CCG	
		NHS Walsall CCG	

When using the dropdown box, you can click on the 'Please select' or by clicking the \square button. The box allows you to scroll through the list, or to start typing the name of the trust and it will appear.

🗞 Free Text Boxes- Short



You can click into the blank space and type the response, there are no character restrictions, however, try to limit the details entered.

Free Text Boxes- Long

As with the short boxes there are no limitation on characters, and you are encouraged to give as much relevant detail as possible.

Dropdown and Add/Select

	What is the customers desired outcome?		
Clinical guidance — eg patient safety advice Confirmation of a product fault/failing Information only no action needed (remove and replace with: Information for action and response) Request for supplier representative to contact customer direct	× Confirmation of a product fault/failing × Return for credit		
	Clinical guidance – eg patient safety advice		
	Information only no action needed (remove and replace with: Information for action and response)		
Return for credit	 Request for supplier representative to contact customer direct 		
Return for exchange	Return for exchange		

If you click on the 'Please Select' you can add as many of the options as is relevant.

Radio Buttons * Product Type

Food O Product

With the radio select button you select the one option that is relevant.

When the form is complete, please press the button at the bottom right of the form. Supply Chain Coordination Limited (SCCL) is the Management Function of the NHS Supply Chain

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This will then take you to the Successfully Submitted- The system will issue you a number; this is the form entry number. You can keep a record of this number.

Q -Pulse [®]				
Occurrence PC11 Successfully Submitted				
Select a different Form	New Form of the same type			

You can either click the New Form of the same type button to submit another complaint or close the browser down.

Thank you for taking the time to submit a Customer Complaint using the Form.

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