



NHS Management Executive  
St. Andrew's House  
Edinburgh EH1 3DG

17 July 1996

Dear Colleague

**IMPLEMENTATION OF NHS COMPLAINTS PROCEDURE:  
BRIEFING PACK FOR CLINICAL ASSESSORS**

**Summary**

1. The Final Guidance on the new NHS complaints procedure which issued under cover of MEL(1996)24, described the work being undertaken nationally to develop training materials as an aid to the training of those involved in the new procedures. The purpose of this letter is to provide you with a copy of a briefing pack for clinical assessors who will participate in the Independent Review Panel process. The pack which describes the role of clinical assessors has been issued today to all those clinical assessors on the national lists held by Health Boards.

**Other Information**

2. A briefing pack for conveners and lay panel members on Independent Review procedures will issue in the week beginning 22 July.

Yours sincerely

KEVIN J WOODS  
Director of Purchasing

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