**Memorandum of Understanding concerning the access to the Complaints Management System between designated staff and the Chief Officer, CMS Implementation Lead Manager or the Complaints Manager**

The objective of this Memorandum of Understanding is to set out areas of mutual responsibility.

1. **Background**

The Complaints Management System is a unified, standardised national database management system.  The Complaints Management System has been developed to support the HSE’s complaints management process and to enable the end-to-end management and tracking of individual complaints, investigations, outcomes and recommendations at local level and to enable all participating service areas to report on, interrogate and interpret their data enabling them to take appropriate decisions in the light of accurate and up-to-date information and driving better complaints management standards in those sites and nationally throughout the HSE.

1. **Purpose**

The Health Act 2004 confers on Complaints Officers the right to access relevant records. Other staff entering, amending, reporting on or otherwise accessing the system must have signed this Memorandum of Understanding confirming that:

* they are aware of their responsibilities under the Data Protection Act and the HSE’s Data Protection Policy
* such access to the CMS system should only be on a need to know basis in line with relevant duties under the complaints process and
* they are aware system access will be audited by the National Complaints Governance and Learning Team.

**NOTE: The Memorandum of Understanding must be signed by either the Chief Officer, the CMS Implementation Lead Manager or the Complaints Manager as appropriate.**

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| Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Chief Officer (All access) /CMS Implementation Lead Manager / Complaints Manager  Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date \_\_\_\_\_ / \_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_ | Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designated CMS User  Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date \_\_\_\_\_ / \_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_ |

Retain a local copy and return original to:  
National Complaints Governance and Learning - [nationalcglt@hse.ie](mailto:nationalcglt@hse.ie)