

Recording of a Local Resolution Meeting (LRM)

1. Introduction

Within the NHS Complaints Procedure, you should be offered a meeting as part of the investigation; you may also be offered a meeting (often described as a Local Resolution Meeting or LRM), to discuss outstanding issues and/or with a view to resolving your complaint. A meeting is not a substitute for you receiving a written response.

[Download the seAp LRM Factsheet](#)

For further information, please visit the “Local Resolution” guide on the seAp website: <http://www.seap.org.uk/services/nhs-complaints-advocacy/local-resolution.html>

A written response to your complaint should set out the investigation’s findings and provide an apology, where it is due, as well as providing you with information about actions taken.

2. Formal Recording of the Meeting

A record of the meeting should be made by the organisation complained about; it can be in writing or an audio or video recording. It does not need to be word for word.

The record must meet the principles of the Data Protection Act 1998, which include ensuring that the record is adequate and accurate.

For further details, please visit the guide to data protection principles on the ICO website: <https://ico.org.uk/for-organisations/guide-to-data-protection/data-protection-principles/>

How the meeting is formally recorded is a decision for the NHS organisation, but you can influence this by:

- asking for information before the meeting about how it will be recorded and
- making a request for your preferred method of recording.

[Link to document for asking questions prior to LRM](#)

The organisation does not have to record the meeting in the way you want it, but you can ask for a “reasonable adjustment” if you have a disability; for example, requesting an audio recording if you have a sight impairment.

An NHS organisation must tell you beforehand if they are intending to audio or video record a meeting.

3. Making your own record of the meeting

You can make your own record of the meeting if you wish. This can be in writing, audio or video recording. Any information you record is confidential to you.

It would be polite to let the other attendees know of your intention to record the meeting beforehand but you do not need to disclose this.

4. Sharing information

You can share information about the meeting and any record you make as you choose. If you decide to disclose or use the information outside of the Complaints Procedure then you must comply with the law.

For further information regarding the legal aspects of this, please read the following NHS guidance:

[Patients recording NHS staff in health and social care settings guidance May 2016.pdf](#)