Memorandum of Understanding concerning the access to the Complaints Management System between designated support staff and the 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
   - enable the end-to-end management and tracking of individual complaints, investigations, outcomes and recommendations at local level
   - enable all participating service areas to report on, interrogate and interpret their data supporting them in taking 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.

2. **Purpose**

   The Health Act 2004 confers on Complaints Officers the right to access relevant records. **Other staff** entering, amending or otherwise accessing the system must sign this **Memorandum of Understanding** confirming that they are aware of their responsibilities under the Data Protection Act 1988 and 2003, and the HSE's Data Protection Policy.

   - Access to the CMS system should only be on a need-to-know basis in line with relevant duties under the complaints process
   - Users are aware system access will be audited by the National Complaints Governance and Learning Team.

   The Memorandum of Understanding must also be signed by either the CMS Lead Manager or the Complaints Manager.

3. **Exemption**

   Staff whose sole role is producing anonymised reports where **no personal details are accessed/viewed** are exempt from the requirement to complete this Memorandum of Understanding.

Signed_____ CMS Lead Manager / Complaints Manager Date _____ / _____ / _____	Signed_____ CMS User Date _____ / _____ / _____