

Form 2 - Confirmation of representation to make a complaint on late patient's behalf \*

RCHT Ref: \_\_\_\_\_

1. Patient/service user details (person whose records will be accessed)

Surname \_\_\_\_\_

Forename(s) \_\_\_\_\_

Date of Birth \_\_\_\_\_ Hospital No. (if known) \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

2. Details of personal representative (usually the executor of the will or administrator of the estate)

Surname \_\_\_\_\_

Forename(s) \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_



 \_\_\_\_\_  \_\_\_\_\_

Relationship to Patient/Service User \_\_\_\_\_

3. Confirmation of representation

Please provide original or certified copy of:

- i) **Death Certificate**  **AND**
- ii) **Deceased patient's personal representative** (✓ which applies)
- Evidence of being granted power of the Executor of the Will or the Administrator of the  Deceased patient's estate **OR**
- iii) **Person making a claim arising out of the patient's death**
- Documented evidence of claim *ie Letter of Administration granted by High Court*

\* Please note that in most cases we can start investigating a complaint prior to receiving the documentation to confirm personal representation; however, we may be limited to the information we can disclose until confirmed. If you have any concerns about providing the documents required (as listed above); or, if there was no Will, please do not hesitate to contact the Patient Experience Team who will be able to assist and guide you at this difficult time.  [rcht.patientexperience@nhs.net](mailto:rcht.patientexperience@nhs.net)  (01872) 252793

#### 4. Personal representative/person making claim – verification of identification

ID Type - **one** required (*✓ all ID provided/verified*)

Current passport

Photographic driving licence

**OR**

ID Type - **two** required (*✓ all ID provided/verified*)

Birth certificate

Bank statement (*dated last 3 months*)

Utility bill (*dated last 3 months*)

Council tax bill (*current year*)

#### **Declaration:**

I understand it is an offence to attempt to obtain information relating to another person without lawful grounds to do so.

**Complainant signature** \_\_\_\_\_ **Date** \_\_\_\_\_

#### **Staff Use Only:**

#### **Notes:**

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**Staff Name** \_\_\_\_\_ **Job Title** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_