CAREERS

Complaints made to the GMC

The number of complaints made about doctors to the General Medical Council has fallen by 17% over the past four years, data show

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Between 2008 and 2013, the number of complaints made to the GMC increased, from 4340 in 2008 to 9097 in 2013.¹ Since 2013, the number of complaints has been falling. There were 8898 complaints made to the GMC in 2014, 8313 in 2015, 8256 in 2016, and 7577 in 2017. As of 14 June, 3290 complaints had been made in 2018.

Of the complaints made in 2017, 5581 (73.7%) were closed at the triage stage, before an investigation was undertaken, and 474 (6.3%) were referred directly to the doctor's employer. Just over 680 (9.0%) investigations were closed during the GMC's investigation.

The data also show that, over time, the proportion of complaints that resulted in a sanction has fallen. In 2013, 6% of complaints

resulted in a sanction which fell to 5% in 2014, 4% in 2015, 3% in 2016, and 1.4% in 2017.

The number of complaints made about doctors also varies by specialty. Of the 7577 complaints made in 2017, the specialty of the doctor involved is known in 2540 cases. Of these, surgery accounted for 25% (630) of complaints, psychiatry for 21% of complaints, and medicine for 20% (504).

¹ General Medical Council. Fitness to practise complaints. <https://data.gmc-uk.org/gmcdata/home/#/reports/Fitness%20to%20Practise/Complaints/report>

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