

Complaints Process Flow



We value your feedback and complaints as they help us improve our service. By speaking up, you can help us make a difference.

You can make your complaint to anyone who works in our organisation. You can do this in person, by phone, by email or in a letter. If you need support to do this, please let us know.

Early resolution

Our goal is to put things right for you as soon as we can.

Taking a closer look

Sometimes we need to investigate your complaint in more detail. This might happen if:

- We can't resolve it straight away
- It needs a thorough investigation
- It's more serious or complex

If this happens, we'll contact you to explain what will happen next. We'll keep you involved and update you at every stage so you know what's going on.

What happens next?

If you are not satisfied with how we have dealt with your complaint, this can initially be escalated to our Chief Executive Officer. We will tell you how to do this when we send you our final response.

Following this there are further escalation steps, should you not be satisfied with how your complaint has been managed:

Appeal to Trustees



Appeal to the Parliamentary Health Service Ombudsman