



Urology Services Inquiry

COMPLAINTS PROCEDURE

Our commitment to you

In all our work and contact with members of the public, we aim to maintain excellent standards and the way we respond to your views and suggestions about our performance is an important feature of this commitment.

We will respond to your complaints effectively and deal with them sensitively, fairly and thoroughly. We will not treat anyone less favourably on the basis of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Scope

A complaint is considered to be an expression of dissatisfaction by a member of the public or their representative, about any aspect of the way in which the Inquiry undertakes its work, who has had direct contact with the Inquiry or has been directly affected by the work complained of.

The Inquiry must act fairly and in accordance with the provisions of the Inquiries Act 2005 and the Inquiry Rules 2006. Observations on the manner in which the Inquiry has made decisions or disagreement with a decision the Inquiry has made are not complaints falling within the ambit of this policy.

All complaints, including anonymous complaints, will be treated seriously and action will be taken to consider them further, wherever this is appropriate. Generally, anonymous complaints will be considered providing there is enough information to enable us to make further enquiries. If, however, insufficient information is provided, we may decide not to pursue it further.

We may decline to deal with complaints that are abusive, persistent correspondence, or complaints where our formal complaints procedure has been exhausted.

This policy does not apply to complaints or feedback about organisations other than the Inquiry, which should be directed to the organisation concerned.

Making a complaint

- **Who can make a complaint?**

Anyone who has had direct contact with the Inquiry, or who is directly affected by its work, can make a complaint. It is not necessary to make the complaint yourself and you may nominate someone to do so on your behalf; for example a family member or friend, a support group, solicitor or other professional. You must give permission in writing for someone else to make a complaint on your behalf.

- **What information do I need to provide?**

In order to deal with your complaint quickly and efficiently, please provide as much detail as possible about the issue you are unsatisfied with.

Please also tell us your:

- Full name
- Postal address
- Email address
- Inquiry reference number (if you have one)
- Contact details (for you or your representative)
- Preferred method of contact (letter, email, phone)

If you have already tried to resolve your concerns informally with the Inquiry, please give details of the member of staff who assisted you.

How the complaints process works

Following receipt of your complaint the Inquiry's secretariat will:

- acknowledge receipt of your complaint. A letter of acknowledgement will be issued within five working days of receiving your complaint;
- treat your complaint in a confidential manner;
- carry out a thorough investigation;
- aim to provide a written reply to your complaint with a full explanation of the outcome of our investigations within 20 working days and, where this is not possible, let you know when a reply can be expected;
- apologise if we have made a mistake or if a problem has been caused by us;
- let you know what we have done to put things right.

How long do I have after the event to make a complaint?

Complaints will only be considered if they are received within three calendar months of the matter complained of.

How will my complaint be handled and what will the outcome be?

We will deal with all complaints sensitively, fairly and confidentially. We will inform you if your complaint has been upheld, either wholly or in part, or not upheld.

If your complaint is justified we will apologise, try wherever possible to put the matter right and take steps to ensure that it does not happen again.

Learning from complaints

We value your feedback to help us learn and make improvements to our work and services. As soon as possible after your complaint has been concluded, the Inquiry Secretariat will make sure that you and the relevant staff of the Inquiry understand the findings of the investigation and any recommendations made.

Senior management and the Inquiry Panel will regularly review the information gathered from complaints and consider whether any of the Inquiry's service standards, internal policies and procedures should be updated.