**Ealing Training Hub Complaints Policy**

**Introduction**

The Ealing Training Hub (ETH) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is to:

* Provide a fair and just complaints procedure which is clear and easy to use for those wishing to make a complaint to Ealing Training Hub
* Publicise the existence of our complaints procedure, allowing it to be easily accessible so that people know how to contact us to make a complaint
* To make sure all staff at Ealing Training Hub know what to do if a complaint is received and the process for responding to that complaint
* To make sure all complaints are investigated in a fair and timely manner
* To make sure that complaints are, wherever possible, resolved
* To gather information which helps us to improve our services

**What is the definition of a complaint?**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Ealing Training Hub work – including but not limited to our training services, partnership work or other aspects of the work we do.

**Where Complaints Come From**

Complaints may come from any individual or organisation who has a legitimate interest in the work of the Ealing Training Hub. A complaint can be received verbally, by email or in writing to our main offices.

This policy does not cover complaints from Ealing Training Hub staff, who should refer to the internal policy of Ealing borough to make a complaint.

**Confidentiality**

All complaint information will be handled sensitively and confidentially, telling only those who need to know and following relevant data protection requirements. Disclosure will only occur when the person making the complaint has consented, there is a legal necessity to do so or the disclosure is necessary to safeguard the complainant, other people, or it is in the public interest to do so.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the Ealing Training Hub Lead

**Review**

This policy is reviewed every three years and will be updated as and if required.

**Publicised Contact Details for Complaints:**

Written complaints may be sent to the Ealing Training Hub at Ealing Training Hub, Floor 3, Ferguson House, 15 Marylebone Road, London NW1 5JD. Alternatively, this can also be done by e-mail at [nhsnwl.education@nhs.net](mailto:nhsnwl.education@nhs.net). Verbal complaints may be made in person to any member of Ealing Training Hub staff or at any of our events where appropriate.

**Receiving Complaints**

The staff member who receives a complaint should ensure they do the following:

* Write down the facts of the complaint
* Take the complainant’s name, address and telephone number
* Note down the relationship of the complainant to the training hub for example whether they are a participant, trainer or other partner
* Tell the complainant that we have a complaints procedure and where to access it
* Tell the complainant what will happen next and how long it will take
* Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words

**Resolving Complaints**

**Stage One**

A complaint is generally best resolved by the person responsible for the issue being complained about. If the complaint has been received by the person responsible for the issue, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Training Hub lead for their attention within 5 working days.

Upon receiving the complaint, the Training Hub team should record the complaint. If it has not already been resolved, they can then delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should inform the complainant about who is dealing with their complaint and when they can expect a reply. A copy of this complaints procedure should be attached for their reference. Ideally complainants should receive a definitive reply within a calendar month. If this is not possible, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, any communications to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint. It should also offer the complainant an avenue to appeal any decision made because of an investigation.

**Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved during the first stage of the process, they can request that the complaint is reviewed by the Head of Programmes

At this stage, the complaint will be passed to the Head of Programmes. The request for a review should be acknowledged within five working days of receiving it. The acknowledgement should say who will be dealing with the case and when the complainant can expect a reply.

The Head of Programmes may investigate the facts of the complaint themselves or delegate a senior team member to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint during the first stage of the process. The person who dealt with the original complaint during the first stage should be kept informed of what is happening and any expected timelines.

If the complaint relates to a specific person within Ealing training hub this person should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a calendar month.

If this is not possible a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint. The decision taken at this stage is final, unless the Head of Programmes, Rachel Donovan decides it is appropriate to seek external assistance with resolution.

**External Stage**

As an NHS affiliated organisation, if the outcome of a complaint is not to your satisfaction, you are able to send a complaint directly to the NHS. You can do this by contacting the [Complaints Team NWL](https://www.nwlondonicb.nhs.uk/contact-us#:~:text=In%20writing%3A%20Complaints%20Manager%2C%20NHS%20North%20West%20London%2C,care%20delivered%20in%20a%20respectful%20and%20courteous%20way.)

**Monitoring and Learning from Complaints**

All complaints are reviewed annually to identify any trends which may indicate a need to take further action.