

**INVOLVE**



National Institute for  
Health Research

## **INVOLVE Complaints Policy**

**April 2018**

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# INVOLVE COMPLAINTS POLICY

## 1. Introduction

INVOLVE is committed to providing a high quality service to everyone we deal with. However, we recognise that there may be times when things go wrong. We value all types of feedback about our service and will use complaints to help us to learn and continuously improve our service. This policy tells you how to go about making a complaint about our service and what response you can expect from us.

## 2. About INVOLVE

INVOLVE is a national advisory body established by the Department of Health, England to support greater public involvement in NHS, public health and social care research. INVOLVE is made up of an advisory group of 12-16 members who meet twice a year (drawn from members of the public, service users and carers, researchers and research managers) and a small staff team based in Chilworth, Hampshire. INVOLVE is funded by the National Institute for Health Research and hosted by the Wessex Institute at the University of Southampton. For further information about INVOLVE see [www.involve.nihr.ac.uk](http://www.involve.nihr.ac.uk)

## 3. What kind of complaint can be considered?

Grounds for complaint include:

- ☐ **Dissatisfaction with standards of service** (for example, the quality of information provided to you, either verbally or in written form, or the manner in which that information was provided).
- ☐ **Deficiencies in standards of service** (which might include problems with accessibility or the provision of information in appropriate formats).
- ☐ **Harassment, bullying and victimisation.**
- ☐ **Other deficiencies** in the quality of your experience with INVOLVE.

## 4. What kind of complaint is excluded?

The nature of what we do means that we often work in partnership or in association with a large number of organisations, groups and individuals. However we cannot respond to complaints about the public involvement work of others. We therefore suggest that such complaints be addressed to the organisation, group or individual concerned. Complaints made to INVOLVE need to relate to the actions of INVOLVE Coordinating Centre staff or others working as representatives of INVOLVE, such as INVOLVE Group members.

## 5. How to Make a Complaint

Many concerns can be sorted out by discussing the problem with a member of staff, and we would encourage you to try this first.

- **Telephone** : 023 8059 5628
- **Email**: [involve@nihr.ac.uk](mailto:involve@nihr.ac.uk)

If, however, this does not resolve the situation for you, you can make a formal complaint. We have a two-stage complaints procedure.

### 5.1 Making a Complaint: Stage One

- In the first instance, your complaint will be dealt with by the Director of INVOLVE. Therefore please put your complaint in writing and address it to: Zoe Gray (Director) .
- If your complaint is about the Director you should mark it for the attention of the Chair. If it is about the Chair it should be addressed to the Director.
- You can make a complaint by post, email or fax:
  - **Post:**  
INVOLVE  
Alpha House  
University of Southampton Science Park  
Chilworth  
Southampton SO16 7NS
  - **Email** : [involve@nihr.ac.uk](mailto:involve@nihr.ac.uk)
- It will help us if you can submit your complaint in writing with as much detail as possible, including any supporting documents or information. This helps us to understand the complaint more fully and to respond better to it. In addition, if you have any suggestions about how to resolve your complaint, please include them.

### 5.2 What to expect from us

- We treat all complaints seriously and you can expect to be treated with courtesy and fairness at all times. We will aim to resolve your complaint as quickly and as helpfully as possible.

- We will acknowledge receipt of your complaint **within five working days** and you will receive a response **within 15 working days** of the receipt of your complaint. If for some reason we are unable to respond within 15 working days, we will contact you to explain why.
- The Director (or Chair) may discuss your complaint with any relevant parties (i.e. people directly involved in the complaint). However, we undertake to maintain full confidentiality beyond this and will not discuss you or your complaint with anyone outside INVOLVE or the University of Southampton (which hosts INVOLVE) unless confidentiality would compromise an employment, legal or statutory responsibility.

### 5.3 Making a Complaint: Stage Two

- If you are not satisfied with our response at Stage One, then you can request that the complaint be taken to Stage Two. At Stage Two, your complaint will be reviewed and responded to by the Chair of INVOLVE, Tina Coldham. She may choose to review it with one other member of INVOLVE. If your complaint is about the Chair it will be referred to the INVOLVE contract manager at the Department of Health.
- You can expect to receive an acknowledgement of your request to proceed to Stage Two **within five working days**, and you will receive a response **within 20 working days**. Once again, if we are unable to do this we shall contact you and let you know the reasons for the delay.
- in the event of a conflict of interest (e.g.: the complaint is about the person who would investigate the complaint) an alternative investigating officer will be appointed and the same stages will apply.

## 6. If you are not satisfied with our response

We do hope that we resolve your complaint in a satisfactory way. However, if, having followed our complaints procedure, you feel that your complaint has been handled inappropriately or you wish to have further information considered in relation to your complaint (which was not previously available), for a **final** decision, after which there is no further right to appeal, you may contact:

The Director of Wessex Institute  
Alpha House  
University of Southampton Science Park  
Chilworth  
Southampton  
SO16 7NS

INVOLVE is a national advisory body that is funded by the National Institute for Health Research to support public involvement in NHS, public health and social care research and development.

If you would like to know more about what we do, please contact us:

INVOLVE  
Alpha House  
University of Southampton  
Science Park  
Chilworth  
Southampton  
SO16 7NS

Web: [www.involve.nihr.ac.uk](http://www.involve.nihr.ac.uk)  
Email: [involve@nihr.ac.uk](mailto:involve@nihr.ac.uk)  
Telephone: 02380 595628

**If you need a copy of this policy in another format please contact us at INVOLVE.**

**Email: [involve@nihr.ac.uk](mailto:involve@nihr.ac.uk)  
Telephone: 023 8059 5628**

**This policy is also available to download from  
[www.involve.nihr.ac.uk](http://www.involve.nihr.ac.uk)**