



Making your retirement work for you.

PATRON: Ken Jarrold CBE

Complaints Policy

1. Background

In order to ensure our services remain at a high and improving standard, there is a procedure through which people can let us know of any reason they are not satisfied with their contact with the organisation.

A complaint is any expression of dissatisfaction. Any complaint thought to be of a serious nature should be passed immediately to the Chief Executive. In the event that any complaint should rest on the Chief Executive, then the initial approach should be made to the Chairman of Trustees

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff or others engaged on NHS Retirement Fellowship business in delivering that service
- any action, or lack of action, by our staff or others engaged on NHS Retirement Fellowship business

Our complaints policy does not cover:

- comments or dissatisfaction expressed about our policies or policy decisions
- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

2. Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory or legal obligations placed on the NHS RF.

3. How to complain

The complaint should be put in writing or in email form to the Chief Executive, either by or on behalf of the complainant or the recipient of the complaint at the earliest stage to clarify the exact nature of complaint.

4. Complaints procedure

- The complaint will be logged in a register of complaints
- The Chief Executive will appoint a person to investigate the complaint. In the event of a complaint at Branch level an initial assessment of the complaint would be carried out by the Branch Chairman.
- A letter will be sent acknowledging the complaint within 5 working days, explaining the complaint procedure and timescales.
- Wherever possible, attempts will be made to resolve the matter within 15 working days.
- Investigators should seek to establish whether or not the complaint is fully justified, partially justified, or not justified, with reasons.
- Based on the Investigator's report, the Chief Executive will determine what action will be taken.
- The complainant will be contacted in writing with the response to the complaint.
- The Chief Executive will also identify any necessary remedies for improvement
- The Chief Executive may instigate a further investigation
- If the complainant is not satisfied with the outcome of their complaint, they may appeal against the decision to the Board of Trustees. The Board will decide on further steps, if any, to resolve the situation, but it will only accept this appeal if the complainant gives good reason why the earlier decision was unacceptable. The decision of the Board will be conveyed in writing within two weeks of the decision being taken.

Agreed by Audit and Investment Committee date.....

Chairman of the Board of Trustees

Signed

Date

Policy circulated to Staff :

Added to NHSRF website:

Review date : January 2023