

**New NHS Alliance**  
**Complaints Procedure**  
**October 2020**

**1. Frontline resolution**

We want to resolve complaints as quickly as possible, so that we learn and improve quickly and that people remain highly satisfied with the New NHS Alliance.

The New NHS Alliance has direct responsibility for:

- Associates, consultants, and speakers they engage;
- Volunteers, including directors and advisors they recruit;
- Events, publications and programmes they run.

If you raise a concern or complaint with us, we will discuss your concerns, offer an 'on-the-spot' apology if appropriate, or agree some other actions so that we can resolve your complaint within a maximum of ten working days.

The details of your complaint, its outcome and the action taken will be used to improve the New NHS Alliance.

**2. Investigation**

If you have a complaint that is complex and/or serious that can't be resolved without an investigation, our Chair and/or Chief Executive will appoint someone to complete a thorough review and write to you within twenty days with a full response. In exceptional circumstances we may seek to agree a longer timescale.

Our response will be signed off by our Chair and/or Chief Executive or another non-conflicted Director and the Directors will take an active interest in using the complaint to improve our services.

In very exceptional circumstances we may need to commission an independent review of a complaint, a process we would design around the circumstance and in consultation with the person making the complaint.

**3. Great Governance**

The New NHS Alliance is aware that as a part of a social movement it should set the highest standards of governance. We will do everything we can to be transparent and accountable in our actions. You are welcome to engage with us, share in decision making and raise concerns through the membership process.

We are committed to learning from all complaints and will include how we have learnt from complaints in our annual report.

**Date of last full review: October 2020.**

**We will undertake a light-tough review annually and a full review every 3 years.**