

HQIP Complaints Policy

1. Purpose

Healthcare Quality Improvement Partnership (HQIP) is committed to delivering high-quality services, acting transparently, and maintaining strong and respectful relationships with all customers, partners, and stakeholders. While the vast majority of feedback HQIP receives is positive, we recognise that concerns may occasionally arise.

The purpose of this policy is to ensure that when individuals or organisations raise a complaint, whether about the quality of our work, our processes, our communications, our customer service, or the conduct of HQIP staff or representatives. We respond promptly, fairly, and constructively.

2. Policy Statement

HQIP takes all complaints seriously. We take complainants seriously. We are committed to putting things right where we have fallen short.

HQIP will ensure that:

- All complaints are acknowledged, investigated, and responded to in a timely manner.
- Complainants are treated with respect, sensitivity, and without disadvantage.
- Complaints are used as an opportunity to learn, improve, and strengthen our services.
- Appropriate remedial actions are taken where issues are upheld.

We also welcome feedback, concerns, and suggestions even when you do not wish to make a formal complaint. Our team will always make time to listen or respond.

You can contact us at: communications@hqip.org.uk

3. What Is a Complaint?

A complaint is defined as:

Any expression of dissatisfaction, whether written or verbal, about the quality of HQIP's work, our processes, our communications, our customer service, or the conduct of HQIP staff or representatives, where a response or resolution is expected.

This includes but is not limited to:

- Concerns about the accuracy, clarity, or quality of HQIP outputs.

- Issues regarding how HQIP staff or contractors have handled an enquiry or stakeholder relationship.

- Dissatisfaction with delays, communication, or decision-making processes.

4. What Is Not Considered a Complaint?

- General feedback, comments, or suggestions that do not require a formal response.

- Concerns relating to organisations contracted by HQIP to deliver programmes.

- Matters that are the responsibility of another organisation.

5. How to Make a Complaint

Complaints can be submitted via:

- Email: communications@hqip.org.uk

Should you wish to make a complaint via our funders, you should email england.contactus@nhs.net, and insert 'For the attention of the complaints team' in the subject line.

6. Process and Timescales

6.1 Acknowledgement: within 5 working days.

6.2 Investigation: conducted by an appropriate manager or independent reviewer.

6.3 Response: provided within 20 working days.

7. Escalation

If dissatisfied, complainants may request an internal review handled by a senior leader. A final response will be provided within 20 working days.

8. Learning and Improvement

HQIP will monitor complaint themes, embed learning, and make improvements where needed.

9. Confidentiality and Data Protection

Complaints are handled sensitively and in line with data protection legislation.

10. Policy Review

This policy will be reviewed annually or sooner if required.