

NIHR Central Commissioning Facility

Making a Complaint

At NIHR-CCF, we work hard to ensure that you have a positive experience when you contact us, and try to resolve your queries promptly and courteously, if possible at the time of their receipt. However, we accept that things can sometimes go wrong, and we value your feedback in the event of a problem occurring. This page explains how and when to make a complaint.

Definition, inclusions and exclusions

At NIHR-CCF, we define a complaint as being: "...an expression of dissatisfaction or finding of fault with the standard of service, actions or lack of actions by staff in the NIHR-CCF."

We will deal with the following types of complaint:

- Any failure to follow the NIHR-CCF's written guidelines and/or procedures
- Any unhelpful or insensitive attitude of a member of NIHR-CCF staff
- Any neglect or unreasonable delay in answering a query or responding to a request for service.

We cannot deal with the following type of complaint:

- Any matter which is currently the subject of litigation or legal proceedings.

Complaints which amount to a disagreement with a decision are excluded from our procedure:

- Any disagreement with a decision made by one of the NIHR Programme Panels or Committees is acknowledged by the NIHR-CCF within two working days of receipt. The correspondence is then forwarded to the relevant Programme Director, who will make the response to the enquirer, via the NIHR-CCF. The Programme Director may refer the correspondence to the DH Director of R&D. The role of the NIHR-CCF is to administer and communicate the response to the enquirer.

The NIHR-CCF complaints system does not cover:

- Relations between NIHR-CCF staff and their contracted customers, which are covered by the LGC Code of Conduct.

How we deal with a complaint

A complaint must be made in writing. Your complaint will be acknowledged within two working days and you will be given the timescale for our full reply. All complaints will be thoroughly investigated and you will be sent a full written response normally within seven working days of your complaint being received. In all cases where the stated response time will be exceeded, an interim reply will be sent explaining why the response time has not been met and when the final response will be sent.

What to do if you have a complaint

If you have a complaint about our service, you can tell us in writing, by email or by fax. Initially please make your complaint to the person dealing with your application or enquiry. If this officer cannot deal with your complaint to your satisfaction they will give you the name of a more senior officer whom you can contact.

What to do if you remain dissatisfied

If you remain dissatisfied, or if you are unsure whom you should contact, you may write to the Complaint Officer:

Dr Emily Gardner, Deputy Director (Operations)
NIHR-CCF, PO Box 407, Queens Road, Teddington, TW11 0XX
Telephone: 020 8943 7582
Email: emily@nihr-ccf.org.uk