

How to complain about us

1. Introduction

We welcome complaints as an important tool to continually improving our service.

In considering complaints about us we aim to apply the Parliamentary and Health Service Ombudsman's Principles of Good Administration, which are:

- getting it right
- being customer focused
- being open and accountable
- acting fairly and proportionately
- putting things right
- seeking continuous improvement

2. Who can complain?

Anyone who comes into contact with our service and is unhappy or dissatisfied can complain. For example, you may wish to complain about our handling of your complaint against a regulator, about our service or about our decision on your Freedom of Information or Data Protection request.

3. Who do I complain to?

We have a three-stage process for dealing with complaints about us. If you remain dissatisfied at any stage, you have the option of taking your complaint to the next stage.

First stage: Contact the manager of the member of staff who has been dealing with your matter

Second stage: Write to the Chief Executive of CHRE

Third stage: Write to the Chair of CHRE

4. Is there a time limit for complaining?

We will do all we can to look into your complaint. However, under our records disposal policy, we destroy certain papers after a given period of time and it may be that we are unable to investigate your complaint because of the lack of documentary evidence.

5. What happens to my complaint?

Once you have made a complaint to CHRE, we aim to send you an acknowledgement within five working days. We will give serious consideration to the issues you raise. Where we identify mistakes we will acknowledge those mistakes and offer appropriate remedy e.g. an apology or reconsideration of your issue.

We expect to respond to the majority of complaints within 20 working days of receiving the complaint. The time taken to respond will vary depending on the urgency and complexity of the complaint. If we are unable to respond within 20 working days because, for example, the matters you raise require more detailed work, we will let you know.

6. What if I still disagree?

Once the Chair has considered your complaint and sent you a response, the decision is final. We will acknowledge any further correspondence from you but, unless it raises new issues that we consider significant, we will not send further replies.

7. Can I appeal against your decisions?

If you remain dissatisfied with our decision on a freedom of information or data protection response, you can complain to the Information Commissioner. Further information can be found at www.ico.gov.uk.

8. To whom do I send comments, compliments and suggestions?

If you would like to send us a compliment, make a comment or suggest an idea about improving our service please contact the person who is your principal contact at CHRE.