



SBRI Healthcare Complaints Procedure

The SBRI Healthcare programme is committed to providing a high quality, responsive and accessible service. The following sets out the formal process for making a complaint which we have designed to be as efficient and effective as possible. Please note that complaints relating to disagreements about scientific judgments and any matters that are the subject of legal proceedings are excluded from this complaints process (see section on Scientific Judgments at the end of this document). Compliments and general feedback will also be dealt with outside of this process.

Definition of a complaint

Complaints submitted through this procedure should be concerned with the way in which a decision has been made or an action taken, rather than objections to the merits of the actual decision or action. Examples include:

- When we have said we would take an action and it has not happened;
- When the quality of our process was not as expected e.g. we took too long, lacked consistency or were unclear;
- When a member of our staff or someone working on our behalf acts in an inappropriate or discourteous way;

How to make a complaint

Stage 1

The people who dealt with your enquiry, application or project will likely be best equipped to deal with the complaint. A simple misunderstanding may have arisen and we would therefore hope to be able to resolve it quickly and informally. Please contact the member of staff who has been dealing with your enquiry, proposal or project initially.

Stage 2

If this is not possible you can make your complaint in writing, by letter or email to the Director of Innovations, Grange House, 15 Church Street, Twickenham, TW1 3NL

or

SBRI@LGCGroup.com

You will receive an acknowledgement within 5 working days and a written response within 20 days. If this is not possible, you will be given an explanation of the reasons for the delay and a timescale by which you will receive a full reply.

The Director of Innovations will co-ordinate the handling of the response in conjunction with the SBRI Programme Management Office with responsibility for the area to which the complaint refers. The process will generally include the following activities:

- Gathering of relevant information;
- Agreeing the issues and facts with the complainant;
- Assessing the validity of the complaint in the context of stated procedures and, if applicable, published service standards;
- Informing the complainant of the outcome and, if appropriate, any remedial action to be taken.

Stage 3

If your complaint has gone through all our internal processes and you are still dissatisfied with the outcome, you have the right to refer the matter to NHS England & NHS Improvement. Further information on how to go about this is available from <http://www.england.nhs.uk>.

Please note that NHS England & NHS Improvement will automatically be informed of all complaints received at Stage 2

Data Protection and Recording of Complaints

As a programme distributing public funds we have a duty to record and track any complaints we receive. This requires us to keep information concerning complaints and to evaluate our responses in order to improve our services. Information about complaints will be stored on our electronic data storage systems but access will be restricted to staff dealing with the complaint and our professional advisors. Personal information is stored in accordance with The Data Protection Act (1998).

Scientific Judgments

Competitions for SBRI Healthcare funding are regularly issued by the programme. Please note the following points regarding judgements made in these competitions.

- SBRI Healthcare competitions are a competitive process, i.e. a competition where an application is judged in relation to other applications.
- The SBRI Healthcare programme employs a panel of independent assessors to review, assess and make recommendations as to the suitability for funding.
- The panel operates under a confidentiality agreement with the SBRI Healthcare programme. Please note applicants are not allowed to contact any panel member directly regarding funding decisions.
- The panel assesses applications using its skills and experience and is charged with creating a ranked ordered list which includes a recommendation, or otherwise, for funding which is then presented to NHS England & NHS Improvement for ratification.
- The number of funded applications is limited by the budget available for the competition. i.e. it may not be possible to support all potentially fundable applications.

- Feedback is offered to applicants that aims to provide some understanding of why they might have been unsuccessful.
- Unless an issue arises which falls into the complaint definition described above, panel decisions are final and will not be reconsidered.