



Complaint and Concerns Procedure

Complaint Received

Approximate Complaints Process Timescales

Acknowledgement of receipt of a complaint within 1 week.
 Gathering and reviewing of information from the complainant – 3 weeks.
 Gathering and reviewing of information from the involved parties – 3 weeks.
 Overall review of complaint, and decision regarding next steps – 2 weeks.
 Review by Assessment Panel – 6 weeks.
 Appeal by complainant following Assessment Panel – 4 weeks.
 If the matter is referred to the Professional Conduct Panel up to 6 months from the date of the Assessment Panel Decision.
 If there is an appeal process following the Professional Conduct Panel hearing this can take up to a further 3 months.

We cannot guarantee the above timescales are met.

