



Customer Complaints Procedure

If you have a complaint, X-PERT Health (the charity) will follow the process outlined below to investigate your complaint:

1. On receipt of your complaint it will be logged into our system, allocated a complaint reference number and an investigating officer will be appointed. This will generally be the Complaints Manager.
2. Your complaint will be formally acknowledged by the next working day, unless there are exceptional circumstances. We will confirm to you in writing the complaint reference number, investigating officer and timescales for investigation.
3. The charity aims to complete its investigations into any complaint it receives about its performance within 4 weeks of receipt. However in exceptional circumstances this may take longer, you will be advised of this and revised timescales and interim updates on progress will be provided.
4. On completion of our investigation into your complaint, we will inform you in writing of the outcome, including where necessary, any corrective actions and opportunities for improvements which have been identified.
5. If a complaint is not upheld, the complainant may appeal to the Board of Trustees of the charity, within 2 weeks of our outcome letter.
6. The Board of Trustees will investigate, their decision will be final and they will inform you in writing of the final outcome. The complaint will be deemed closed if we have not heard from you within 8 weeks of our final outcome letter.

Complaints Manager - Lisa Graham
X-PERT Health
Linden Mill
Linden Road
Hebden Bridge
West Yorkshire
HX7 7DP
Tel no – 01422 847871
Email – admin@xperthealth.org.uk

Doc.Ref: XPH/MS/003	Doc Name: Complaints Procedure	Issue: 2	Issue Date: 26.11.19	Page 1 of 1
The only authorised copies of this document are those on X-PERT Health/Management System. All other copies are uncontrolled and are only valid on the date printed. Last printed 26 November 2019.				