

## NIHR School for Primary Care Research (SPCR)

### Complaint Procedure

- 1) The person making the complaint should consider taking steps to resolve the matter informally before making a formal complaint. Any complaint relating to any aspect of the SPCR's business should initially be discussed with the relevant partner's head of department if possible.
- 2) If it is not possible to address and resolve the complaint locally then the formal complaint should be emailed to the School's Senior Scientific Manager (SSM) ([georgina.fletcher@phc.ox.ac.uk](mailto:georgina.fletcher@phc.ox.ac.uk)). The School discourages submission of anonymous complaints.
- 3) The SSM will confirm receipt of the complaint and provide a copy of the SPCR complaint procedure and expected response time.
- 4) The SSM will initiate the procedure by appointing an Independent Investigating Officer (IIO). This will usually be the SSM unless the complaint relates to the Directorate based in Oxford or a complaint about SPCR activity in the Nuffield Department of Primary Care Health Sciences in Oxford. In this case the IIO would be the SPCR Training Lead (Professor Christian Mallen [c.d.mallen@keele.ac.uk](mailto:c.d.mallen@keele.ac.uk)).
- 5) The IIO may discuss the details of the complaint with another Board member who is not a member of the partner department from where the complaint originated.
- 6) The IIO will be asked to submit a report to the SPCR Director with 15 working days of receipt of the complaint. The report should include a response to the complainant and recommendations for action. If the response includes an anonymous statement from a witness or refers to an individual without disclosing their identity, it must include the reasons why anonymity is requested in each case.
- 7) The IIO report will be submitted to the SPCR Board and an agreed response prepared for the complainant within 30 working days of receipt of the complaint.
- 8) The complainant would be asked to confirm if they are satisfied or not within 30 days of receiving the School's response.
- 9) If the complainant is not satisfied with the School's response then they will be advised to forward their complaint to the School's funder (NIHR Central Commissioning Facility for research award issues and NIHR Academy for training and development issues). They should indicate that they have received a response from the School.

Dr Georgina Fletcher

Senior Scientific Manager

November 2018