

HPCA Complaints and Feedback – Summary for Members and the Public

At the Healthcare Project and Change Association (HPCA), we are committed to providing an excellent experience for our members, partners, volunteers, and everyone who engages with our work.

We welcome all feedback—positive, constructive, and critical—and we take complaints seriously.

This page explains **how you can raise a concern** and how we will respond.

Our Commitment to You

When you raise a concern or complaint with HPCA, you can expect that we will:

- **Listen and treat you fairly and respectfully**
- **Take your concerns seriously**
- **Respond promptly**
- **Keep you informed throughout the process**
- **Handle all information sensitively and confidentially**
- **Use complaints to improve our services, support, and activities**

We follow recognised national standards for good complaint handling, including the Parliamentary and Health Service Ombudsman principles.

What You Can Complain About

You can raise a complaint about any aspect of HPCA's work, including:

- Membership processes or support
- Training, events, webinars, or learning resources
- Communications or customer service
- Behaviour or conduct of HPCA staff, facilitators, or volunteers
- HPCA policies, decisions, or administrative processes

If you're unsure whether something counts as a complaint, please ask—we are happy to advise.

How to Raise a Complaint or Concern

You can contact us in the way that suits you best:

By Email

customerquery@hpca.uk

Online Form

A simple online form is available through the **HPCA Membership Hub**.

In Writing

HPCA Registered Office
3 Ribble Terrace, Long Preston, Skipton, BD23 4PT.

Verbally

You can speak to any HPCA representative, and we will record the details for you.

We encourage you to tell us as much information as possible, including dates, what happened, and what you would like to see happen next.

How We Handle Complaints

We aim to resolve concerns as quickly as possible.

Stage 1 – Early Resolution

We will try to sort things out promptly and informally within **10 working days**.

Stage 2 – Formal Investigation

If the issue needs a formal review, we will:

- Acknowledge your complaint within **5 working days**
- Investigate thoroughly and impartially
- Provide a full written response within **25 working days**

If more time is required, we will explain why and keep you updated.

Stage 3 – Appeal

If you believe the investigation was incomplete or incorrect, you can request an appeal. An independent panel will review the case and issue a final decision.

Confidentiality and Respect

All complaints are handled:

- sensitively
- fairly
- without discrimination or disadvantage
- in line with UK data protection law

Rude, abusive, or threatening behaviour may lead us to limit contact, but this is rare and always a last resort.

What Happens with Your Feedback?

We actively use complaints to:

- improve our services
- strengthen our processes
- enhance member experience
- inform training, policy updates, and governance improvements

Anonymised themes and learning are reviewed regularly by the HPCA Board.

Need Help or Advice?

If you're unsure how to raise a concern or need adjustments to support you in making a complaint, please contact us—we are here to help.

customerservice@hpca.uk