



Complaints Policy April 2025

If you are unhappy with the facilities or services you have received from EHCAP we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with Dr Sarah Temple in the first instance.

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure.

The Complaint Resolution Procedure has three stages :

Stage 1 Local resolution

Stage 2 EHCAP Complaint Resolution Procedure to review the complaint

Stage 3 Independent Adjudication

- **Stage 1**

To start the formal Complaint Resolution Procedure you should write to:

Dr Sarah Temple

3 Ridgeway

Sherborne

DT9 6BZ

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

EHCAP will send you an acknowledgement of your letter.

- **Stage 2**

A full response to your complaint will be made within twenty days of the receipt of the complaint. If the investigation is still in progress after twenty days a letter will be sent to you explaining the delay



and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

- **Stage 3**

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted.

The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2.

Once this stage is reached, EHCAP will access external advice and support.

Dr Sarah Temple

April 2025