

Complaints

Making a complaint

Health Education England (HEE) aims to provide high-quality services to all of its learners, trainees and service users and welcomes comments to help us achieve this. However, there may be occasions when we fail to meet expectations and you feel that a complaint is justified.

Any person, group or organisation who is receiving - or has received - HEE services can make a complaint. If an individual is unable to complain in person, then someone else, usually a relative or close friend can complain on their behalf.

HEE's complaints policies

Below are HEE's existing complaints policies relating to recruitment, training and transfers ? these are mainly aimed at trainees.

- Recruitment to Medical and Dental Specialty Training [1] ? covers complaints about the service provided by HEE in relation to postgraduate medical and dental education and training
- Postgraduate medical and dental training within HEE [2] ? covers complaints about the service provided by HEE in relation to recruitment and selection process for medical and dental specialties
- National Inter Deanery transfers [3]: covers complaints about the service provided by HEE in relation to the management of Inter Deanery transfers. *This process is managed by the National Inter Deanery team at HEE on behalf of the Conference of Postgraduate Medical Deans.*

If your complaint is outside the scope of the policies above e.g. it is related to the actions of a member of HEE staff or from an area or programme of work we are involved in, please refer to the general HEE complaints policy below.

General HEE complaints policy

Contents

Purpose

[4]

Definition of a complaint

[5]

Who can make a complaint?

[6]

How to make a complaint

[7]

Our complaints process and timescales

[8]

Stage 2 process

[9]

Parliamentary and Health Service Ombudsman

[10]

Complaints about HEE's Board and Executive Team

[11]

Complaints brought by Members of Parliament (MPs) on behalf of constituents

[12]

Records Management

[13]

Equality and Dignity

[14]

Equality Impact Assessment (EIA)

[15]

Monitoring Compliance and Effectiveness

[16]

Feedback

[17]

HEE Complaints Principles

[18]

Non-HEE complaint mechanisms

[19]

[Return to the top of the page.](#)

Source URL (modified on 15/09/2021 - 16:51): <https://www.hee.nhs.uk/complaints>

Links

[1] <https://www.hee.nhs.uk/complaints/recruitment-medical-dental-specialty-training-complaints-policy->

procedures-2021

[2] <https://www.hee.nhs.uk/complaints/postgraduate-medical-dental-education-complaints-policy>

[3] <https://www.hee.nhs.uk/complaints/national-inter-deanery-transfer-complaints-policy>

[4] <https://www.hee.nhs.uk/complaints/purpose>

[5] <https://www.hee.nhs.uk/complaints/definition-complaint>

[6] <https://www.hee.nhs.uk/complaints/who-can-make-complaint>

[7] <https://www.hee.nhs.uk/complaints/how-make-complaint>

[8] <https://www.hee.nhs.uk/complaints/our-complaints-process-timescales>

[9] <https://www.hee.nhs.uk/complaints/stage-2-process>

[10] <https://www.hee.nhs.uk/complaints/parliamentary-health-service-ombudsman>

[11] <https://www.hee.nhs.uk/complaints/complaints-about-hee%E2%80%99s-board-executive-team>

[12] <https://www.hee.nhs.uk/complaints/complaints-brought-members-parliament-mps-behalf-constituents>

[13] <https://www.hee.nhs.uk/complaints/records-management>

[14] <https://www.hee.nhs.uk/complaints/equality-dignity>

[15] <https://www.hee.nhs.uk/complaints/equality-impact-assessment-eia>

[16] <https://www.hee.nhs.uk/complaints/monitoring-compliance-effectiveness>

[17] <https://www.hee.nhs.uk/complaints/feedback>

[18] <https://www.hee.nhs.uk/complaints/hee-complaints-principles>

[19] <https://www.hee.nhs.uk/complaints/non-hee-complaint-mechanisms>