

How to complain about us

1. Introduction

- 1.1 We welcome complaints as these provide important information to help us improve our work and practices.
- 1.2 In considering complaints about us we aim to apply the Parliamentary and Health Service Ombudsman's Principles of Good Administration, which are:
- Getting it right
 - Being customer focused
 - Being open and accountable
 - Acting fairly and proportionately
 - Putting things right
 - Seeking continuous improvement.

2. Who can complain?

- 2.1 Anyone who comes into contact with the PSA and is unhappy or dissatisfied can complain about us. For example, you may wish to complain about our handling of your 'share your experience' submission or our correspondence with you.

3. What complaints can we deal with and what are outside of our remit?

- 3.1 We can consider complaints about the PSA, its staff, its policies and processes or any other part of our work.
- 3.2 However, we are not a complaint handling body and do not have the remit to answer complaints about any other organisations, including the health and social care regulators and Accredited Registers that the PSA oversees. However, you are welcome to share with us your experiences of these bodies to help us to understand how they are protecting the public, for more information about this and to share your experience please see here; [Share your experience | PSA](#)

4. Who do I complain to?

- 4.1 We have a two-stage process for dealing with complaints about us. If you remain dissatisfied after stage one, you have the option of taking your complaint to the next stage.

5. First stage

- Contact the Head of HR and Governance; Suzanne Dodds
Email: Suzanne.dodds@professionalstandards.org.uk
Telephone: 0207 289 8030

6. Second stage

- Write to the Director of Corporate Services (or another Director if the complaint is regarding Corporate Services)
Email: info@professionalstandards.org.uk
Telephone: 0207 289 8030

7. Is there a time limit for complaining?

- 7.1 We will do all we can to look into your complaint. However, under our record disposal policy, we delete certain papers delete most records after a given period of time, and it may be that we are unable to investigate your complaint because of the lack of documentary evidence if it was about something that happened a long time ago.

8. Can I make a complaint in Welsh

- 8.1 We welcome complaints in Welsh. Complaints received in Welsh will be answered in Welsh, in line with this policy. Communicating with us using Welsh will not lead to delay or place you at any disadvantage.

9. Reasonable adjustments

- 9.1 If you have a disability or accessibility needs, we can make reasonable adjustments for you. For example, we can take your comments over the phone, rather than you having to put them in writing. Please tell us if you have any requirements so we can adjust our process to you.

10. What happens to my complaint?

- 10.1 Once you have made a complaint to the PSA, we aim to send you an acknowledgement within five working days. We will give serious consideration to the issues you raise. Where we identify mistakes, we will acknowledge those mistakes and offer appropriate remedy e.g. an apology or reconsideration of your issue.
- 10.2 We expect to respond to the majority of complaints within 20 working days of receiving the complaint. The time taken to respond will vary depending on the urgency and complexity of the complaint. If we are unable to respond within 20 working days because, for example, the matters you raise require more detailed work, we will let you know.

11. What if I disagree?

- 11.1 If you disagree with the outcome of your complaint, you can contact the Director of Corporate Services (or another Director if your complaint is about Corporate Services) to request an internal review of the decision. We aim to send you an acknowledgement within five working days. We expect to respond to the majority of internal review requests within 20 working days of receiving the request. The time taken to respond will vary depending on the urgency and complexity of the complaint. If we are unable to respond within 20 working days because, for example, the matters you raise require more detailed work, we will let you know.
- 11.2 Once the Director of Corporate Services (or another Director if your complaint is about Corporate Services) has considered your complaint and sent you a response, the decision is final. We will acknowledge any further correspondence from you but, unless it raises new issues that we consider significant, we will not send further replies.

Version Control

Version	Status	Description	Date
1	Approved	Policy review	September 2015
2.1	Approved	Change of contact details	Sept 17
2.2	Approved	Minor change to paragraph 7.1 to include increased data protection rights.	September 2018
2.3	Approved	Contact address updated	January 2023
2.4	Approved	Updated Authority to PSA	Nov 2024
2.5	Approved	Style change to Aptos	Sept 25
2.6	Approved	Minor change to paragraph 7.1 to include increased data protection rights.	September 2025
3	Approved	Process review and update to internal review process	August 2026