

Complaints & Feedback Procedure

Clear, fair and accessible arrangements for raising concerns and helping HH improve

OUR COMMITMENT

HH Training Network welcomes feedback and takes complaints seriously. We will listen respectfully, respond openly, investigate fairly and use what we learn to improve our nursing, swimming and family services.

1. Purpose of this procedure

This procedure explains how children, young people, parents, carers, customers, schools, professionals and members of the public can give feedback, raise a concern or make a complaint about HH Training Network Ltd ("HH").

It applies to HH Mental Health Nursing Services, HH Swim School, training, free resources, website services and the conduct of people working for or on behalf of HH.

2. What can be raised?

- A complaint - an expression of dissatisfaction about an action, decision, omission, communication or standard of service.
- A concern - something that may affect safety, quality, dignity, fairness or professional practice.
- Feedback or a suggestion - an idea about how HH could improve.
- A compliment - positive feedback about a person, service or experience.

You do not need to use formal language or prove that something went wrong before contacting us. HH will help identify the most appropriate way to respond.

3. Who can contact HH?

- A child, teenager, parent, carer, swimmer or nursing service user.
- A relative, advocate, school or professional acting with the person's permission.
- Someone raising a genuine safeguarding, public safety or professional concern.
- A person who wishes to remain anonymous. Anonymous concerns will be considered, although limited information may restrict what HH can investigate or report back.

Children and young people can speak to HH directly or ask a trusted adult to help. Information will be provided in a suitable format and reasonable adjustments will be made wherever possible.

4. How to make a complaint or give feedback

Email: G@hhtrainingnetwork.com

Online: Use the Contact HH form at www.hhtrainingnetwork.com

Post: HH Training Network Ltd, 5 South Charlotte Street, Edinburgh, EH2 4AN. Mark the envelope "Private and Confidential - Complaint".

Please include your name and preferred contact details, who or which service the complaint concerns, what happened, relevant dates, and what outcome you would find helpful. HH can still help if you are unsure what information to provide.

Please raise a complaint as soon as reasonably possible, normally within six months of the event or of becoming aware of the issue. HH may consider older complaints where there is a good reason for the delay and it remains possible to investigate fairly.

URGENT SAFETY CONCERNS

Do not wait for the complaints process if someone may be at immediate risk. Call 999 in an emergency or NHS 24 on 111 for urgent health advice. HH will immediately escalate safeguarding, clinical risk or serious safety concerns through the appropriate procedure.

How HH Responds

A proportionate process focused on resolution, accountability and learning

5. Our two-stage approach

STAGE 1: EARLY RESOLUTION

For straightforward issues, HH will try to resolve the matter quickly and informally. We aim to respond within 5 working days.

STAGE 2: FORMAL INVESTIGATION

More serious, complex or unresolved complaints will receive a formal investigation. HH will acknowledge these within 3 working days and aim to issue a full response within 20 working days.

A complaint may move directly to Stage 2 where it involves clinical care, safeguarding, discrimination, serious misconduct, repeated concerns, significant financial issues or another matter that requires formal investigation.

6. Stage 1 - early resolution

- HH will listen, clarify the issue and agree the outcome the person is seeking.
- Where appropriate, HH may provide an explanation, correct information, arrange a discussion, apologise, put something right or confirm an immediate action.
- HH aims to complete Stage 1 within 5 working days. If this is not possible, we will explain why and agree whether to extend the response or move to Stage 2.

7. Stage 2 - formal investigation

- HH will acknowledge the complaint within 3 working days.
- An appropriate person will review the relevant records, speak with people involved and consider professional, contractual, safeguarding and governance requirements.
- The complainant may be contacted to clarify the issues, desired outcome or any support and communication needs.
- HH aims to provide a full written response within 20 working days. If more time is needed, HH will explain the reason, provide an update and give a revised response date.
- Where the complaint concerns the Director or clinical lead, HH will use a suitably independent person to support or review the investigation where reasonably possible.

8. What the final response will include

- A summary of the complaint and the evidence considered.
- A clear decision on each main issue, including what was upheld, partly upheld or not upheld.
- An explanation of the reasons for the decision.
- Any apology, correction, action, service remedy, credit or refund that is appropriate.
- Any learning, policy review, training, supervision or improvement action identified.
- Information about further review or external routes where relevant.

9. Fairness, dignity and no disadvantage

YOU WILL BE TREATED FAIRLY

No one will be refused a service, treated less favourably or disadvantaged because they raised a genuine concern or complaint. HH may set respectful communication boundaries where contact becomes abusive, threatening, discriminatory or unreasonably persistent, while still ensuring that legitimate issues are addressed.

10. Confidentiality and information sharing

Complaint information will be handled confidentially and shared only with people who need it to investigate, respond, obtain professional advice, meet legal or regulatory duties, or protect someone from harm. A representative will normally need the person's consent unless another lawful basis applies.

Complaints may contain health, safeguarding or other sensitive information. HH will process this information in line with its Privacy Notice, Information Governance arrangements and record-retention requirements.

11. Children and young people

- A child or teenager can raise a concern in their own words and choose a trusted adult to support them.
- HH will explain the process in an age-appropriate way and check how the young person would like to communicate.
- Where appropriate, HH will involve the young person in decisions about the complaint and the response.
- If the information suggests that someone may be unsafe, HH may need to share relevant information even where the young person or adult has asked for confidentiality.

Review, External Routes & Learning

What happens if you remain dissatisfied and how HH learns from feedback

12. Asking HH to review the outcome

If you remain dissatisfied after the Stage 2 response, tell HH within 20 working days and explain which part of the response you would like reviewed and why. HH will consider whether there is relevant new information, a procedural error, an unresolved issue or another reasonable basis for review.

Where appropriate, the review will be completed by a person who was not responsible for the original decision. HH will confirm whether the original outcome is upheld, amended or requires further action. This is normally HH's final internal response.

13. External options

The appropriate external route depends on the subject of the complaint. HH encourages people to complete its internal process first unless there is an immediate safety issue or a regulator accepts direct concerns.

Type of concern	Possible external route
Personal information or privacy	Information Commissioner's Office (ICO), after giving HH an opportunity to respond.
Fitness to practise of a registered nurse	Nursing and Midwifery Council (NMC), where the concern suggests a nurse may be putting people or the public at risk.
Regulated independent healthcare	Healthcare Improvement Scotland, where the service and complaint fall within its regulatory remit. HH will identify the relevant route in its final response.

Type of concern	Possible external route
Contract, payment or consumer rights	An independent advice service, such as Citizens Advice Scotland, or legal advice if required.

Useful official links: [ICO complaints](#) | [NMC concerns](#) | [Healthcare Improvement Scotland](#)

Using the HH complaints process does not remove any statutory, contractual or legal rights.

14. Compliments, suggestions and informal feedback

HH welcomes positive feedback and suggestions as well as complaints. Feedback may be used to recognise good practice, improve services, update resources or inform training. HH will only publish identifiable feedback or testimonials with clear permission.

15. Learning and governance

- Complaints and concerns are recorded securely and reviewed for themes, risks and required actions.
- Serious incidents, safeguarding matters, professional concerns and Duty of Candour issues are managed through the relevant HH procedure as well as the complaints process.
- Actions may be added to the governance action plan and monitored through audit, supervision, policy review or service improvement arrangements.
- Information used for learning and reporting will be anonymised wherever possible.

16. Contact summary

CONTACT HH

Email G@hhtrainingnetwork.com, use the Contact HH form at www.hhtrainingnetwork.com, or write to HH Training Network Ltd, 5 South Charlotte Street, Edinburgh, EH2 4AN. Please tell us if you need help making a complaint or require information in another format.

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