

# Complaints procedure

We want to resolve your complaint as quickly as possible.

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The UK Covid-19 Inquiry aims to provide a high-quality service to everyone we deal with. In order to do this we welcome any comments about our service. We want to resolve your complaint as quickly as possible. A complaint is any expression of dissatisfaction with our service which calls for a response. We listen to all complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of any member of the Inquiry team
- any action or lack of action by a member of our team affecting an individual or group

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaints procedure
- anonymous complaints
- complaints about the operation of the Inquiry's modules, or of legal processes which are set out in legislation.

## Persistent and/or vexatious complaints

Once a complaint has been through our two stage process, we will not be able to accommodate any further action on it. In all cases, the Inquiry will not respond to anything that is inappropriate, derogatory or abusive.

## How to complain

### Stage 1

Please set out your complaint in writing to our email address: [contact@covid19.public-inquiry.uk](mailto:contact@covid19.public-inquiry.uk); or in writing to our freepost address: FREEPOST, UK Covid-19 Public Inquiry. Please clearly mark your correspondence as a Complaint. Please also, if appropriate, set out any resolution you would wish to see implemented.

If you require a response in an alternative format or need any other assistance, please let us know. We will reply to your complaint within 20 working days.

### Stage 2

If you are dissatisfied with this response you may request a review by the Director of the relevant team or unit. Your request should be sent using the contact details above.

## **Our standards for handling complaints**

- we treat all complaints seriously, whether they are made by letter or by email or in person
- you will be treated with courtesy and fairness at all times - we ask that you, too, will be courteous and fair in your dealings with our team at all times
- we will treat your complaint in confidence within the Inquiry
- we will deal with your complaint promptly - we will aim send you a full reply within 20 working days of receipt
- if we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full

## **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018.