



THE LIVEWELL SYNDICATE · POLICY

Complaints, compliments *and feedback.*

How we receive, investigate, answer and learn from
complaints about our service.

The Livewell Syndicate Ltd

Unit L3, Base Business Space, Chamberlain Road, Hull, HU8 8HL, East Yorkshire, UK
(01482) 765 131 · hello@livewellsyndicate.com · www.livewellsyndicate.com

TYPE	REF	VERSION	DATE	REVIEW
Policy	CG-03	5.2	04/10/2026	30/09/2027

Knowledge gives you control over your health.

Controlled document

Document control.

ITEM	DETAIL
Policy code	CG-03
Policy title	Complaints, compliments and feedback policy.
Purpose	Sets out how complaints about The Livewell Syndicate are received, recorded, investigated, answered and used to improve the service.
Applies to	All staff of The Livewell Syndicate, and anyone acting on its behalf, including sample collection practitioners.
Complaints Lead	Cynferth J. Turrian, Executive Director and Clinic Manager.
Oversight	Daniel Snow, Managing Director. Takes the Complaints Lead role where a complaint concerns Cynferth J. Turrian.
Authorised by	Cynferth J. Turrian, Executive Director and Clinic Manager. Date: 04/10/2026
Approved by	Daniel Snow, Managing Director. Date: 04/10/2026
Version	5.2
Date issued	4 October 2026
Next review	30 September 2027, or sooner if practice, law or circumstances change. Review carried out by Cynferth J. Turrian.
Law and guidance checked	4 October 2026

Amendment record

DATE	SUMMARY
4 October 2026	Version 5.2, issued 4 October 2026.

Related documents: CG-05 Duty of Candour Statement; CG-08 Significant Event Analysis (SEA) Policy; SG-02 Safeguarding Policy; IG-03 Information Governance and Data Protection Policy; CC-01 Accessible Information and Communication Policy.

Policy statement.

1. Anyone who uses, or is affected by, The Livewell Syndicate's service can make a complaint. Every complaint is listened to, investigated fairly and answered in writing.
2. Making a complaint never affects the service a person receives. Nobody is treated less favourably because they, or someone on their behalf, has complained.
3. Cynferth J. Turrian, Executive Director and Clinic Manager, is the Complaints Lead. She receives, acknowledges, investigates and answers complaints.
4. Daniel Snow, Managing Director, holds oversight. He reviews complaint themes, checks the quality and timeliness of responses, and owns the Duty of Candour. Handling and oversight are kept apart on purpose, so that nobody both handles a complaint and checks how it was handled.

5. Where a complaint concerns the Complaints Lead, or the complainant asks for someone else to deal with it, the Managing Director becomes the Complaints Lead for that complaint.
6. The Livewell Syndicate does not yet have a contracted medical provider. Where a complaint raises a clinical question, the Complaints Lead says so plainly in the response, does not give a clinical opinion, and where relevant suggests the complainant seeks advice from their GP.

Who can complain, and how.

7. A complaint can be made by a client, a former client, a participant in an employer funded programme, or someone acting on their behalf.
8. Complaints can be made by any of these routes. The route makes no difference to how the complaint is handled or to the timescales.
 - Email: complaints@livewellsyndicate.com
 - Telephone: 01482 765 131
 - In writing: The Livewell Syndicate Ltd, Unit L3, Base Business Space, Chamberlain Road, Hull, HU8 8HL
 - In person at the clinic, or during a video consultation.
9. If someone needs help to complain, staff will help. A complaint can be taken over the telephone and written up for the complainant to check.
10. Where someone complains on a client's behalf, the client's written consent is needed before their information is discussed. Where the client has died, the complaint is accepted from their next of kin or personal representative.
11. Anonymous complaints are investigated as far as the information allows.
12. Complaints should be made within six months of the event, or of the person becoming aware of it. After that, the Complaints Lead decides whether a fair investigation is still possible and will not refuse a complaint for lateness alone if there is a good reason for the delay.

What staff do when they receive a complaint.

13. Any member of staff who receives a complaint tries to put the matter right straight away if it is within their power to do so.
14. If it cannot be resolved on the spot, they record what the person said, in their words, and pass it to the Complaints Lead on the same working day.

15. Staff do not send a formal written response themselves. That is the Complaints Lead's job.

How a complaint is handled.

16. The complainant receives a written acknowledgement within 3 working days. It gives the name and contact details of the person handling the complaint.
17. The Complaints Lead offers to talk the complaint through, by telephone, video or in person. The conversation agrees what the complaint is about, what outcome the person is looking for, how they want to be contacted, any support or adjustments they need, and their consent to look at their records.
18. The investigation looks at the records, speaks to the staff involved and, where relevant, obtains accounts from partner organisations.
19. The complainant receives a full written response within 20 working days of the complaint being received. If that is not possible, the Complaints Lead writes to explain why and gives a new date, and keeps the complainant updated until the response is sent.
20. The written response explains what was found, whether the complaint is upheld, and what will change as a result. Where something went wrong, it includes an apology.

Complaints involving partner organisations.

21. The Livewell Syndicate works with partners: Inuvi, the laboratory, which also provides mobile sample collection and refers some specialist tests to another accredited laboratory; and BloodGPT, the results platform.
22. Where a complaint involves a partner, The Livewell Syndicate stays the complainant's single point of contact. It obtains the partner's account and sends one coordinated response.
23. A complaint about the professional conduct of a registered health professional, such as a nurse working for a partner, may also be raised with their regulator, for example the Nursing and Midwifery Council or the General Medical Council. The response tells the complainant this where it is relevant.

Employer funded programmes.

24. A complaint from an employee taking part in an employer funded programme is handled under this policy and is confidential. The employer is not told that the employee has complained, or what about, unless the employee agrees.

25. A complaint from the employer about the programme itself is handled under the Master Services Agreement between The Livewell Syndicate and that employer.

Complaints about personal data.

26. A complaint about how The Livewell Syndicate has handled someone's personal data is handled under this policy. It is acknowledged within 3 working days, which is well within the 30 days the law allows under section 164A of the Data Protection Act 2018.
27. The complainant is told that they can also complain to the Information Commissioner's Office.

If the complainant is not satisfied.

28. A complainant who is unhappy with the response can ask for a review within 20 working days of receiving it. Where the Complaints Lead handled the complaint, the Managing Director carries out the review and sends a written review response within 20 working days of the request. That review response is The Livewell Syndicate's final response.
29. The review is carried out within The Livewell Syndicate, so it is an internal review, not an independent one. The review response says this clearly and sets out the external routes available to the complainant.
30. Where the Managing Director handled the complaint because it concerned the Complaints Lead, no second internal stage is available. His response is the final response and sets out the external routes below.
31. The Livewell Syndicate is not a member of an independent complaints adjudication scheme. Every final response tells the complainant that they can:
 - get free, independent advice from the Citizens Advice consumer helpline on 0808 223 1133, which can refer matters to Trading Standards;
 - make a claim through the small claims court if they believe they are owed money;
 - complain to the Information Commissioner's Office about how their personal data has been handled; and
 - raise concerns about a registered professional's conduct with the General Medical Council or the Nursing and Midwifery Council.

Compliments and feedback.

32. Compliments and other feedback are welcome by the same routes as complaints. They are logged, shared with the staff involved, and reviewed alongside complaints at the quarterly governance review.

Unreasonable or abusive behaviour.

33. Most complainants are reasonable, even when they are upset. Where contact becomes abusive or unreasonable, the Complaints Lead may, after explaining why:
 - name one person as the single point of contact;
 - ask for contact by one route only, such as email;
 - limit the length or number of calls or meetings;
 - decline to reopen a complaint that has already been fully answered; and
 - stop responding to correspondence that is abusive.
34. Each decision, and the reason for it, is recorded. The complainant's right to complain about new matters is not affected.

Duty of candour.

35. Where a complaint shows that a notifiable safety incident has occurred, the Duty of Candour Statement (CG-05) applies in addition to this policy, not instead of it.

Records.

36. Every complaint, written or verbal, is logged with: the date received, who complained, who received it, what it was about, how it was investigated, what action was taken, and whether it was upheld.
37. Complaint records are kept separately from clients' health records. A complaint is never noted in a way that could affect someone's care.
38. Complaint case files are kept for 10 years after the complaint is closed, in line with the NHS England Records Management Code of Practice.

Learning from complaints.

39. The Complaints Lead and the Managing Director review every complaint at the quarterly governance review, together with incidents and results issues, so that themes are seen together rather than separately. Each action has an owner and a date.
40. Where a complaint shows that a policy or process is wrong, the document is changed through a new version, not worked around.
41. An anonymised annual summary sets out the number of complaints, the themes, how many were upheld and what changed. It is available on request.
42. This policy is reviewed every year, and sooner if a complaint shows a gap in it.

Law and guidance.

Data Protection Act 2018, section 164A, inserted by the Data (Use and Access) Act 2025, section 103 (in force 19 June 2026).

Digital Markets, Competition and Consumers Act 2024, consumer dispute resolution provisions (in force 6 April 2026).

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 16 (receiving and acting on complaints) and Regulation 20 (duty of candour), followed as good practice. The Livewell Syndicate is not currently registered with the Care Quality Commission.

Chartered Trading Standards Institute. (2026). Alternative dispute resolution. Business Companion.

Information Commissioner's Office. (2026). How to deal with data protection complaints. Wilmslow: ICO.

NHS England. (2023). Records management code of practice. Leeds: NHS England.