NIHR | National Institute for Health and Care Research

Public Involvement Feedback and Complaints Procedure

ARC NWC is open to feedback, and we want to make sure that public contributors and employees are happy in their roles.

By following the Code of Conduct, we hope that we won't have any major issues or complaints. This procedure explains what to do if you are concerned or unhappy about someone's conduct or an aspect of ARC NWC.

Principles

- We are open to feedback and we are keen to resolve any issues or complaints.
- We will acknowledge receipt of all complaints, and we will try to resolve them within 28 days of the complaint being received.
- Where possible complaints will be resolved informally with the agreement of all the people involved.

Informal Resolution

Any complaints or difficulties should be discussed informally before following the formal procedure. If someone is unhappy with the conduct of a public contributor or ARC NWC employee they should try to talk to that person to resolve the issue informally.

Formal Procedure

If the issue isn't resolved informally then Selina Wallis, Manager for Patient/Public/ Community Involvement, should be contacted. The complaint should be put in writing, explaining the issue, why the complaint is being made, and how they think the issue can be resolved.

Within seven working days, Selina will contact all the people involved in the complaint to find out each person's point of view. Selina might ask for any written documents that would help clarify the situation. Everyone involved has the option to bring support or representation to meetings about the complaint. At this stage, everyone will work together to try to resolve the problem.

If the complaint is not resolved or if it is of a very serious issue then it will be discussed with Dr Caroline Swarbrick, Strategic Lead, Patient Public Involvement and Engagement. If necessary the complaint will then be escalated to the Director of ARC NWC (Professor Mark Gabbay). A decision will then be made as to whether further action is required. The decision will be communicated to everyone involved.

Key Contacts

Selina Wallis
Manager for Patient/Public/Community Involvement
ARC NWC Public Involvement Team
Block B, Waterhouse Building
University of Liverpool
Liverpool L69 3GL
0151 795 1404
Email: selinaw@liverpool.ac.uk

Strategic Lead, Patient Public Involvement and Engagement - Dr Caroline Swarbrick
Email: c.swarbrick2@lancaster.ac.uk

Director of ARCNWC – Professor Mark Gabbay
Email: mbg@liverpool.ac.uk

April 2026
Review date: September 2027