

Your complaint will be acknowledged within 5 working days.

Following this, a more formal investigation into your complaint will take place within 15 working days led by appropriate senior staff or trustees.

If you are not satisfied with the outcome of the investigation, you may ask for your complaint to be dealt with by the Chief Executive of Headway UK the National Brain Injury Association in writing please.

Chief Executive of Headway UK
Bradbury House
190 Bagnall Rd
Old Basford
Nottingham
Nottinghamshire
NG6 8SF

Email: enquiries@headway.org.uk

Marked: Complaint for the attention of Chief Executive



How to make a complaint

Headway Portsmouth and SE Hampshire
Mountbatten Centre
Alexandra Park
Portsmouth
PO2 9QA

Telephone: **02392 664972**

Email address: info@headwayportsmouth.co.uk

Registered Charity Number: **1086140**

Company Limited by Guarantee: **4184335**

Headway Portsmouth and South East Hampshire

Policy Statement

Headway Portsmouth and South East Hampshire (P&SEH) believes that all service users have the right to expect that robust policies and procedures are in place for dealing with their concerns or complaints.

All concerns and complaints will be dealt with professionally and taken seriously. We look upon them as opportunities to learn, adapt, improve and provide better services.

Headway P&SEH believes that service users should always be given the opportunity to make a concern or complaint formal, especially if they believe that a concern or complaint made informally has not been taken seriously or has not been dealt with to a satisfactory conclusion.

Headway P&SEH believes that a failure to listen to or acknowledge concerns or complaints might lead to an aggravation of problems, service user dissatisfaction and possibly litigation. Most concerns or complaints if dealt with early, openly and honestly, can be dealt with and resolved to the satisfaction of all.

A complaint can be made with a letters or email.

Last amended: July 2025

How to complain

We would encourage a complaint to be dealt with informally in the first instance, as discussing the problem with the people themselves or speaking with a senior staff member may resolve the issue.

Unfortunately dealing with a complaint informally may not always resolve the problem and a more formal approach is required.

Depending on who or what the complaint is about would decide who should receive the complaint.

In order for the complaint to be dealt with effectively we would suggest that the complaint be put in writing in the first instance to the Headway CEO. A form is available.

If the complaint is about the Headway CEO the letter should be addressed to the Chair of Trustees at the Headway P&SEH address and marked Private and confidential.

If the complaint is about a Trustee this should be addressed in the first instance to the Chair of Trustees or if this is not possible because the complaint is about the Chair you should address your complaint to the Chief Executive of Headway UK(see over for contact details).

If the issue is a safeguarding concern the Senior Adult Safeguarding Lead is the Headway CEO.