

## GRIP Complaint Standards

GRIP encourages and welcomes feedback from all registered customers (both compliments and complaints). Your feedback helps us to improve.

GRIP Assurance – Whatever your complaint GRIP will:

1. Ensure your confidentiality
2. Acknowledge your correspondence within 24 working hours
3. Investigate the issue thoroughly and give you a full response within 20 working days
4. If we need more time because the problem is complex will tell you 5 working days before the completion of the 20 days
5. Talk it over with you if your complaint needs special action
6. Deal with you in a polite and courteous manner
7. Always give you a contact point, name and telephone number
8. Consider the appropriate form of redress whenever necessary

**If you wish to make a complaint or want to get further information please contact:**

GRIP Interpreting Lead  
GRIP NHS Language Services  
Soho Centre for Health and Care, 1 Frith Street, 2nd floor, room # 2.030,  
LONDON, W1D 3HZ.

email [grip.admin@clch.nhs.uk](mailto:grip.admin@clch.nhs.uk)

Tel 020 3350 4037

Fax 020 7534 6613