

Luminus Insight CIC Complaints Policy

| Version | Date | Changes | Prepared by | Approved by |
|---------|------------|---|-------------|---------------------------|
| 1 | 27.09.17 | Updated contact at SCC | LS | |
| 2 | 25.09.19 | Review and updated contact at SCC | LS | October FPC & Board |
| 3 | 28.09.20 | Annual review | LS | October FPC & Board |
| 4 | 27.09.21 | Annual review | LS | October FPC & Board |
| 5 | 12.10.22 | Annual review | LS | November FPC & Board 2022 |
| 6 | 11.05.23 | Updated organisation name | RG | May FPC & Board 2023 |
| 7 | 06.02.24 | Updated SCC contact details | LS | |
| 8 | 06.03.24 | Link to HW Surrey complaints policy added and ref to SCC removed. | LS | |
| 9. | 15.01.25 | Updated the link to an updated HWsy Complaints policy | SC | |
| 10. | 23.06.2025 | Annual Review | MB | |

Luminus Insight CIC trading as "Luminus" and "Healthwatch Surrey".

Purpose of this document

Individuals and organisations have the right to express their views about the performance of Luminus Insight CIC and the way in which it conducts its business. Anyone who is dissatisfied with any aspect of the service received by Luminus Insight CIC can make a complaint under the Luminus Insight CIC complaints policy as outlined below.

Anyone who is dissatisfied with any aspect of the Healthwatch Surrey service can follow the link to the Healthwatch Surrey complaints policy for details of the complaints procedure:

[Local Healthwatch Surrey Complaints Policy June 2025.pdf](#)

We will treat both concerns and complaints in the same way.

This Policy does not cover:

Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure. Complaints about the provision of social care services which should be dealt with by the relevant complaint procedure.

We will review this policy on a regular basis.

Review Date: March 2026

How to raise a concern or make a complaint about Luminus Insight CIC

1. In the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally. Providing information or correcting misunderstandings or misconceptions at this early stage may enable the issue to be successfully resolved.
2. If the concern or complaint is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation with a member of staff.
3. Luminus Insight CIC will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 3 working days.
4. Attempts to resolve the concern/complaint will be completed within 15 working days of establishing the nature of the concern/complaint and you will be informed of the outcome in writing. Exceptionally, if further time is needed, where possible this will be agreed with you.
5. The Chief Executive of Luminus Insight CIC, Kate Scribbins, will review all concerns/complaints. Please send your complaint to Kate Scribbins kate.scribbins@luminus-cic.uk If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by Luminus Insight CIC Board members who have not previously been involved in the matter. Board

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members will aim to complete their review within 28 days (20 working days). You will be informed of the outcome in writing. Once the appeal process has been completed the concern/complaint will be closed.