

Complaints policy

1. Why we have a complaints policy

The National Health Action Party ('NHA') expects its representatives to behave in a courteous manner at all times in accordance with the Electoral Commission Code of Conduct. Representatives of the NHA include:

- Candidates standing at election, their agents and their staff and supporters.
- Party officers, members and supporters campaigning at election.

The Electoral Commission terms of compliance state that where there are concerns the Code of Conduct has been breached, these should first be raised with the candidate, political party or campaigner in question.

2. Our duties to you

In any investigation by the NHA, the complainant can expect that:

- a) their complaint will be dealt with as promptly as possible.
- b) they will be informed of the outcome of any investigation.

3. Informal complaints resolution

Most issues can be resolved without recourse to a formal complaints procedure. In the first instance, should a disagreement or misunderstanding arise, we encourage both sides to reach an informal resolution.

4. How to lodge a formal complaint

If an informal resolution cannot be achieved, or you would like to formalise your complaint, please contact the NHA by email at contact@nhaparty.org or by post to National Health Action Party, PO Box 152, Liskeard, PL14 9DF. Please mark your correspondence 'For the attention of the Party Administrator: Complaints'

Please provide as much information as you can in order for your complaint to be investigated fully. Please make sure you include:

- Your name and contact details
- A clear description of your complaint and any relevant times and dates.
- Details of the named persons, their role within the NHA, and in what capacity they were representing the party.
- Any relevant documentary evidence to support your claim.
- If you are the representative of another political party, please also include the name of the relevant officer within your organisation to whom responses should be copied for information.

5. How we handle formal complaints

You should receive an acknowledgement within 3 working days and a formal response within 20 working days, although this may not be the full outcome of the investigation where other statements or evidence is collected from other participants or witnesses.

The outcome of your complaint will be sent to you with an apology where appropriate and with a description of the actions that have been taken within the party as a result of the investigation.

Where any complaint is found to be vexatious and is received from a representative of another political party it will be referred to the complainant's party officers for appropriate action.

If it is found that the allegations fall outside the Party's competency, it will be referred to the appropriate authority.

6. If you wish to take matters further

If you are not happy with the outcome of your complaint, in the final instance it may be referred to the Electoral Commission.

You may contact the Electoral Commission as follows:

Phone: 020 721 0604

Textphone: 18001 7271 0500

In writing: Kairen Zonena, Secretary to the Commission Board, The Electoral Commission, 3 Bunhill Row, London EC1Y 8YZ

By email: kzonena@electoralcomission.org.uk