

INOCA INTERNATIONAL LIMITED COMPLAINTS POLICY

Last reviewed: September 2026

Next scheduled review: September 2027

1. Purpose

INOCA International Limited aims to work responsibly, respectfully and transparently.

We hope that people who engage with INOCA International have a positive experience. However, we recognise that concerns may sometimes arise and that people should have a clear and reasonable way to raise them.

This policy explains how complaints about INOCA International can be made and how we will aim to respond.

2. About INOCA International

INOCA International Limited is a patient-led, not-for-profit cardiovascular health organisation and a company limited by guarantee registered in Scotland.

Company number: SC890202

INOCA International is a 100% volunteer-led organisation supported by an international Medical Advisory Board.

3. What this policy covers

A complaint may relate to, for example:

- information published by INOCA International;
- the conduct of someone acting on behalf of INOCA International;
- an INOCA International event, meeting, activity or communication;
- our handling of correspondence;
- accessibility or inclusion;
- the way we have handled personal information; or
- another aspect of our organisational activity.

This policy does not provide a route for complaints about an individual's personal medical care, diagnosis or treatment where that care has been provided by an independent healthcare professional or healthcare organisation.

Concerns about personal medical care should normally be directed to the healthcare professional or organisation responsible for providing that care.

4. How to make a complaint

Complaints may be made by email to:

contact@inocainternational.com

Please include, where possible:

- your name and contact details;
- a clear description of the concern;
- relevant dates or circumstances;
- any supporting information that may help us understand the matter; and
- what outcome or resolution you are seeking, if applicable.

We understand that not everyone will be able to provide all of this information. We will not reject a complaint simply because it does not follow a particular format.

If you require a reasonable adjustment or an alternative way of communicating with us, please let us know.

5. How we will handle complaints

We will aim to consider complaints fairly, respectfully and proportionately.

Depending on the nature of the complaint, this may involve:

- reviewing relevant correspondence, publications or records;
- speaking with people involved;
- seeking additional information;
- correcting inaccurate information;
- explaining the reasons for a decision or action;
- identifying whether changes to our processes are appropriate; or
- taking other reasonable action where necessary.

We will handle information relating to complaints sensitively and will share it only where reasonably necessary to consider or respond to the matter, or where required by law.

6. Timescales

For general complaints, we aim to acknowledge receipt as promptly as reasonably possible and normally within **10 working days**.

We will aim to investigate and respond within a reasonable period, taking account of the nature and complexity of the issue and the fact that INOCA International is a volunteer-led organisation.

If a complaint requires longer to investigate, we will aim to keep the complainant informed.

7. Data-protection complaints

A complaint relating to the way INOCA International processes personal information will be treated as a data-protection complaint where appropriate.

Data-protection complaints will be handled in accordance with applicable UK data-protection law.

INOCA International will:

- provide a clear way for individuals to make a data-protection complaint;
- acknowledge receipt of a data-protection complaint within **30 days**;
- take appropriate steps to investigate the matter without undue delay;
- keep the complainant informed of progress where appropriate; and
- communicate the outcome without undue delay.

Further information about the way we process personal information and individual data-protection rights is available in our **Privacy Policy**.

If an individual remains dissatisfied with the handling of a data-protection matter, they may have the right to raise the issue with the **Information Commissioner's Office (ICO)**.

8. Fairness and independence

Where practicable, a complaint will not be reviewed solely by the person whose actions are the principal subject of the complaint.

Because INOCA International is a small, volunteer-led organisation, it may not always be possible to provide a completely separate internal review. Where appropriate and practicable, we may seek input from another suitable person within the organisation or from an appropriate independent adviser.

9. Outcomes

Following consideration of a complaint, we may:

- uphold the complaint in whole or in part;
- not uphold the complaint;
- provide clarification or further information;
- correct or update material;
- apologise where appropriate;
- change a process or procedure;
- take other proportionate action; or
- conclude that no further action is required.

We will aim to explain the outcome clearly.

10. Requests for review

If you believe that a complaint has not been considered fairly, you may ask us to review the outcome.

Please explain why you believe a review is appropriate and provide any relevant information that was not previously considered.

Where practicable, a review will be undertaken by someone who was not substantially involved in the original consideration of the complaint.

11. Confidentiality and privacy

Information relating to complaints will be handled in accordance with our **Privacy Policy** and applicable data-protection requirements.

Records may be retained where reasonably necessary for governance, legal, safeguarding, complaint-management or organisational purposes.

12. Unacceptable behaviour

Making a complaint, expressing disagreement or strongly criticising INOCA International will not in itself be treated as unacceptable behaviour.

However, abusive, threatening, discriminatory, harassing or otherwise unreasonable conduct may be managed in accordance with our **Unacceptable Behaviour Policy**.

13. Learning from complaints

Where appropriate, complaints may be used to identify opportunities to improve our information, communications, policies, processes or activities.

14. Contact

Complaints and concerns may be sent to:

contact@inocainternational.com

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