

National Information Governance Board for Health and Social Care Appeals and Complaints Process

Introduction

The Ethics and Confidentiality Committee (ECC) of the National Information Governance Board consider applications to access confidential patient information without consent on behalf of the NIGB. We aim to provide an efficient administration process to deal with the applications submitted to us.

However, we recognise that there may be occasions when applicants are not satisfied. To deal with these situations we have put an appeals and complaints process in place.

If you are submitting new or additional information, this will be dealt with as a re-submitted application. You do not need to use the appeals process in this situation; instead you should contact the Approvals Manager. Re-submissions will be considered at the next meeting of the ECC.

If, after discussing your concerns with NIGB Office staff, you feel that you have not received an adequate explanation you can complain or appeal.

1. To appeal against a decision taken by the ECC concerning an application made where there is no further evidence to be submitted in support of your application

Write to:
Dame Fiona Caldicott
Chair
National Information Governance Board
5th floor, Skipton House
80 London Road
London
SE1 6LH
Email – nigb@nhs.net

The purpose of an appeal is to assess whether the ECC has acted reasonably, according to due process and arrived at a reasonable decision on the basis of the information it was given. The appeals process is only to be used when you disagree with a decision made on an application or that the Committee acted outside its legal powers. Your letter of appeal should clearly set out your argument as to why you feel the wrong decision was reached.

Following receipt of your appeal letter a group of NIGB members (who are not members of the ECC) will meet to consider the decision the Committee reached. The

relevant Chair or deputy Chair of the ECC will provide information and evidence to the group of NIGB members, but will not be involved in the decision-making. This will be made by the NIGB members only.

You will be informed of the date of this meeting as soon as it is arranged. The Chair of the NIGB will write to you to inform you of the outcome of your appeal within 20 working days of receipt of your letter of appeal.

The decision of this appeals process is final.

2. To complain about how we processed your application:

Write to:
Dr Alan Doyle
NIGB Director
National Information Governance Board
5th floor, Skipton House
80 London Road
London
SE1 6LH
Or email nigb@nhs.net

A complaint might include issues concerning the length of time we took to process your application or how a member of staff dealt with you. Your letter of complaint should set out your issues clearly detailing dates and providing copies of any relevant correspondence. The Director will investigate your complaint and you will receive a response within 20 working days.