

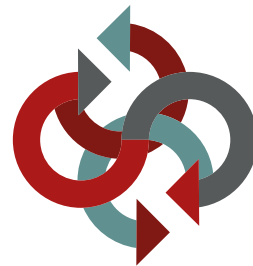


GIG  
CYMRU  
NHS  
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Iechyd a Gofal  
Digidol Cymru  
Digital Health  
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Cefnogir gan  
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Cytundeb Rhannu Gwybodaeth  
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Sharing of Personal Information



# Code of Conduct

## COMPLAINT/APPEAL HANDLING PROCEDURE



## PURPOSE

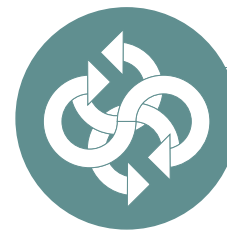
This document should be read in conjunction with the WASPI code of conduct.

An approved code of conduct must have a clear procedure for handling complaints and appeals. This document meets that need.

Prospective and existing code members are encouraged to raise any questions about their application for code membership or annual Governance & Information Risk Assurance assessment with the WASPI Service Team by emailing [waspiservice@wales.nhs.uk](mailto:waspiservice@wales.nhs.uk).

Prospective or existing code members would have the right to make a complaint or appeal a decision in the event of the following circumstance:

- Rejection of an organisations' application for code membership
- The withdrawal, suspension of code membership or issuing of a sanction by the WASPI Monitoring Body.



AELOD COD YMDDYGIAD  
CODE OF CONDUCT MEMBER

Cytundeb Rhannu Gwybodaeth  
**Bersonol Cymru**  
**Wales Accord on the**  
Sharing of Personal Information

## STAGE 1

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint/appeal. Please send this to:

### WASPI Team

Tŷ Glan-yr-Afon

21 Cowbridge Road East

Cardiff

CF11 9AD

Email: [waspiservice@wales.nhs.uk](mailto:waspiservice@wales.nhs.uk)

## STAGE 2

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to WASPI Monitoring Body officer with designated responsibility for the WASPI Code of Conduct.

Any complaint/appeal must include the name of the organisation, the reason for the appeal/complaint and any relevant supporting evidence.

We will consider this as quickly as possible and will acknowledge receipt of your appeal/complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Any complaint/appeal escalated to this stage shall be assessed with a final decision determined. There shall be no further right of appeal following this stage.

This document has been written and produced by:

**WASPI Monitoring Body**

Tŷ Glan-yr-Afon

21 Cowbridge Road East

Cardiff

CF11 9AD



This document is also available in Welsh