

Candidate Information Pack Complaints & Governance Manager

November 2025



GPS Healthcare
General Practice Solihull

To provide high quality primary care services which improve the health and social care outcomes for the population of Solihull

Welcome to GPS Healthcare

I am really pleased that you are taking an interest in working with us at GPS Healthcare. I'm Simon Tunnicliffe, Managing Partner, and I am proud to lead this great organisation.

Working in primary care is both challenging and rewarding. GPS Healthcare is on a journey of transformation in respect of how we deliver services to our patients. This is an exciting time to join us and we're looking forward to bringing new people along with us.

Our Vision matters: to deliver safe, effective and culturally responsive healthcare services, empowering individuals to thrive and communities to flourish.

As a Complaints & Governance Manager, you will work alongside an excellent team to deliver exceptional care to our patients while ensuring that GPS Healthcare maintains the highest standards of patient experience. You will be responsible for investigating and managing patient complaints, embedding effective governance systems, and leading the end-to-end handling of all complaints.

GPS Healthcare is a single practice PCN with six sites based in central/south Solihull. We are rated 'Good' by the CQC and collaborate with key stakeholders within the Integrated Care System to focus on local health needs and population health and improve the delivery of primary care services at a locality level.

Good luck with your application.

Simon Tunnicliffe
Managing Partner



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Managing Partner

Our Strategic Goals and Values:

Our Strategic Goals:

- Strengthen collaboration and communication.
- Develop proactive strategies to promote healthier lifestyles.
- Implement change based on feedback and evidence to meet established standards of excellence.

Our Values:

- Care
- Agile
- Respect
- Efficient

What we are looking for:

The ideal candidate will have experience leading and managing a complaints process, including investigating complex or sensitive cases, while establishing or maintaining governance, compliance, or risk management frameworks within an organisation.

Key Responsibilities for our **Complaints & Governance Manager** includes:

- Manage and embed governance systems, policies, and processes
- Monitor compliance with UK GDPR and other data protection laws, providing assurance to senior management.
- Lead on incident reporting, risk registers, and escalation processes, ensuring learning is identified and implemented.

Full details about what is required for the role can be found in the **Complaints & Governance Manager** job description.

What experience is required?

We require a candidate who has substantial experience in leading and managing complaint-handling functions, particularly the investigation of complex or sensitive matters, while working closely with senior management and Clinical Leaders.

The successful candidate will have:

- Demonstrable experience of working with highly sensitive and confidential information.
- Evidence of identifying service improvements based on complaints, audits, or governance reviews.
- Experience of policy development, quality improvement, and/or audit processes.

What we can offer:

- An opportunity to join a forward thinking and innovative Primary Care Provider
- Hourly rate **£19.97** per hour - **£21.15** per hour (depending on experience)
- Flexible working options
- Membership of the NHS Pension Scheme
- A professional, friendly and supportive culture
- Car Lease Scheme (subject to eligibility)
- 6 weeks annual leave + Bank Holidays and a day off for your birthday
- Generous workplace benefits, including enhanced sickness, maternity & paternity entitlement

How to apply:

If you are interested in applying to be the **Complaints & Governance Manager** with GPS Healthcare, please submit your CV and a supporting statement outlining how you meet the essential criteria and why you are interested in the role to humanresources.gps@nhs.net by **Sunday 21 December 2025**.

What can I expect if shortlisted:

If you are shortlisted and invited to attend for interview, the panel will be looking for evidence that your knowledge, skills and experience meet the criteria outlined within the Job Description and your suitability for the role.

We will use a number of assessment techniques throughout the process, these may include:

- Interview
- References

All interviews will take place at our Tanworth Lane Surgery.

Recruitment Timetable	
Closing date for applications	Sunday 21 December 2025
Interviews to be held	TBC