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Award

Independent Health Complaints Advocacy

London Borough of Ealing

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-007990

Procurement identifier (OCID): ocds-h6vhtk-0589f9 ([view related notices](#))

Published 29 January 2026, 12:12pm

Scope

Reference

CH252404

Description

Ealing Council wishes to procure an Independent Healthcare Complaints Advocacy service which will be a stand-alone service to provide support to individuals to go through the complaints procedures for health services and social care services and to assist them in finding a resolution to their complaints about the care or treatment they receive.

Contract 1

Supplier

- Hammersmith & Fulham Association for Mental Health

Contract value

- £252,085 excluding VAT
- £302,502 including VAT

Below the relevant threshold

Award decision date

21 January 2026

Earliest date the contract will be signed

16 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

1 x 2years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

To purchasing demand led - extra complaint cases as and when required.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI73 - Ealing

Information about tenders

- 7 tenders received
- 7 tenders assessed in the final stage:
 - 7 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 6 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Supplier

Hammersmith & Fulham Association for Mental Health

309 Lillie Road

London

SW6 7LL

United Kingdom

Email: jack.yates@hfehmind.org.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

London Borough of Ealing

- Public Procurement Organisation Number: PRHZ-3346-MGDQ

Perceval House, 14-16 Uxbridge Road

London

W5 2HL

United Kingdom

Email: procurement@ealing.gov.uk

Region: UKI73 - Ealing

Organisation type: Public authority - sub-central government