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Planning

Independent Health Complaints Advocacy service for Ealing

London Borough of Ealing Use

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-049583

Procurement identifier (OCID): ocds-h6vhtk-0589f9

Published 18 August 2025, 3:45pm

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Scope

Reference

CH252404

Description

London Borough of Ealing wishes to carry out market engagement in August 2025 with providers who are interested in applying to deliver the Independent Health Complaints Advocacy service for Ealing. The Health and Social Care Act 2012 transferred the responsibility for commissioning and procuring NHS complaints advocacy services from central Government to local Government. The aim of the service is to support and assist vulnerable adults going through the health services complaints process and to assist them in finding a resolution to their complaints about the care or treatment they receive. Services will support vulnerable adults and children with a range of support needs including, but not exclusively adults living with dementia, autistic adults, those with mental

health challenges, physical disabilities or sensory impairments or learning disabilities. Ealing Council spends approximately £60k per annum on health complaints advocacy services. The Council will be commencing a procurement following market engagement, inviting suitable suppliers to apply to deliver the service. The anticipated start of the contract will be 1st April 2026, and the contract will be for three years with the option to extend for a further two years. Tender applications will open in September 2024, via the Council's e-tendering portal (Atamis) – <https://ealinglbc-atamis.my.site.com/s/Welcome>. All interested parties in this opportunity are invited to complete the Market Engagement Questionnaire which can be found using the link below:
<https://forms.office.com/e/FjGNWNCUry>

Total value (estimated)

- £750,000 excluding VAT
- £1,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 30 March 2029
- Possible extension to 30 March 2031
- 4 years, 11 months, 30 days

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

- 85100000 - Health services

Engagement

Engagement deadline

15 September 2025

Engagement process description

Premarket engagement runs from 18th August to 15th September 2025.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 October 2025

Procedure

Special regime

Light touch

Contracting authority

London Borough of Ealing Use

- Public Procurement Organisation Number: PRHZ-3346-MGDQ

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London

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United Kingdom

Contact name: Sally Brown

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Region: UKI73 - Ealing

Organisation type: Public authority - sub-central government

