

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/049603-2025>

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 000-049603

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

Published 18 August 2025, 4:11pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

change of closing date

### **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/Oct 2025, 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 5th 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

W5 2HL

London

W5 2HL

United Kingdom

Contact name: Sally Brown

Email: [sbrown001@ealing.gov.uk](mailto:sbrown001@ealing.gov.uk)

Website: <http://www.ealing.gov.uk>

Region: UKI73 - Ealing

Organisation type: Public authority - sub-central government