

Healthwatch Herefordshire Complaints Policy

Purpose of this document

Individuals and organisations have the right to express their views about Healthwatch Herefordshire's performance and the manner in which it discharges its responsibilities.

Anyone directly affected by the way in which Healthwatch Herefordshire has carried out its functions may make a complaint under Healthwatch Herefordshire's Complaints policy.

We will treat both concerns and complaints in the same way.
We will review this policy on a regular basis.

Date: 22nd March 2016

How to raise a concern or make a complaint about Healthwatch Herefordshire

- 1) In the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally. Providing information or correcting misunderstandings or misconceptions at this stage may enable the issue to be successfully resolved.
- 2) If the concern or complaint is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation with a member of the Healthwatch Herefordshire staff. If this conversation takes place over the telephone, we will also need it to be confirmed in writing.
- 3) Healthwatch Herefordshire will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 3 working days.
- 4) Attempts to resolve the concern/complaint will be completed within 15 working days of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.
- 5) The Chair of Healthwatch Herefordshire will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by Healthwatch Herefordshire Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will closed.
- 6) If you are not satisfied by Healthwatch Herefordshire's response to your complaint, you can seek advice to escalate your concern to Healthwatch England.

Healthwatch England

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