

City of London Healthwatch Complaints Policy

Purpose of this document

Individuals and organisations have the right to express their views about the performance of City of London Healthwatch and the way in which it conducts its business.

Anyone who is dissatisfied with any aspect of the service received by City of London Healthwatch can make a complaint under City of London Healthwatch's complaints policy.

We will treat both concerns and complaints in the same way.

This Policy does not cover:

- 1) Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- 2) Complaints about the provision of social care services which should be dealt with by [insert name of local authority] complaints procedure.

We will review this policy on a regular basis.

How to raise a concern or make a complaint about City of London Healthwatch

- 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 early 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 staff or a volunteer.
- 3) City of London Healthwatch 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 Manager of City of London Healthwatch 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 City of London Healthwatch Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.

Date: 31 October 2013