

## Complaints Policy and Procedure

### General statement

Individuals and organisations have the right to express their views about the performance of Healthwatch City of London and the way in which it conducts its business. Healthwatch City of London aims to provide organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

Please note that this Policy does not cover:

- Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure. We can help you find this.
- Complaints about the provision of social care services should be put to the City of London Corporation.

We will review this policy on a regular basis.

### This is what you should do:

1. If you have a complaint to make, it should be made to the General Manager, who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the General Manager, you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private & Confidential", and addressed to the:

General Manager  
Healthwatch City of London  
Portsoken Community Centre  
20 Little Somerset Street, London  
E1 8AH

who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, Healthwatch City of London can arrange this for you.

4. The General Manager shall - in consultation with the Chair of the Healthwatch City of London Trustee Board - investigate the complaint.
5. The General Manager shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising of the Chair and one other member from the Healthwatch City of London Trustee Board.

If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).

7. The decision of the panel will be final.
8. Where appropriate, Healthwatch City of London will make a written apology to the complainant and agree any further action necessary to make good the cause of the complaint.
9. If the complaint is regarding the General Manager, steps 1 to 7 should be adhered to but correspondence should be addressed to the Chair, Healthwatch City of London.
9. All formal complaints and the response made to them will be recorded and filed in a secure place.
10. The Trustee Board shall be informed by the General Manager at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Healthwatch City of London's self-evaluation.

**Healthwatch City of London's complaints procedure will be publicised to organisations and individuals who use its services.**

Adoption date: 23 January 2020 by Board of Trustees

Reviewer: Rachel Cleave

Review Date: 28 July 2023