

Healthwatch Cambridgeshire and Peterborough Complaints Policy

Purpose of this document

Individuals and organisations have the right to express their views about the performance of Healthwatch Cambridgeshire and Peterborough and the way in which it conducts its business. Healthwatch Cambridgeshire and Peterborough welcomes feedback and encourages informal resolution.

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Cambridgeshire and Peterborough can make a complaint under Healthwatch Cambridgeshire and Peterborough 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 either Peterborough City Council or Cambridgeshire County Council complaints procedure.

Confidentiality

All information regarding the concern/complaint will be kept secure and confidential according to the standards set out in the Healthwatch Cambridgeshire and Peterborough Confidentiality Policy.

How to raise a concern or make a complaint about Healthwatch Cambridgeshire and Peterborough

- 1) In the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally to the appropriate member of staff. 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, indicating that you wish to raise a formal concern or make a formal complaint.

- 3) Healthwatch Cambridgeshire and Peterborough will acknowledge the concern/complaint in writing by letter or email (or in the complainants preferred method of communication) within 3 working days.
- 4) The appropriate manager will attempt to resolve the concern/complaint. This will be completed within 28 days of receipt of the formal concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.
- 5) You will be notified in writing by letter or email of any conclusions or steps to be taken by Healthwatch Cambridgeshire and Peterborough to resolve the concern/complaint.
- 6) The Chief Executive Officer of Healthwatch Cambridgeshire and Peterborough will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal.

Appeals

If you wish to appeal the outcome of any concern/complaint a request for an appeal must be made in writing by letter or email to the Healthwatch Cambridgeshire and Peterborough Chair within ten working days of written notification of the outcome.

The Chair will convene a panel of at least two Directors who have not previously been involved in the matter, who will review the concern/complaint and respond to you in writing within 15 working days.

The decision of the panel will be final.

Complaints against a board member (remunerated or not) of Healthwatch Cambridgeshire and Peterborough

When the complaint is about the Chair of Healthwatch Cambridgeshire and Peterborough

A complaint should be raised with the Chief Executive of Healthwatch Cambridgeshire and Peterborough who will undertake an initial investigation and seek to resolve the concern in an informal fashion. If this is not possible or if the complainant is not satisfied, the Chief Executive will convene a panel involving a Director and a Guarantor. The decision of the panel will be final.

When the complaint is about a Healthwatch Cambridgeshire and Peterborough Director

The complaint should be raised with the Chair who with the Chief Executive, will undertake an initial investigation and seek to resolve the concern in an informal fashion. If this is not possible or if the complainant is not satisfied, the Chair will convene a panel involving one of the guarantors. The decision of the panel will be final.

Approved by Healthwatch Cambridgeshire and Peterborough Board of Directors

Date: 17 January 2018

Next Review

Date: January 2019

Responsible Officer

Chief Executive Officer of Healthwatch Cambridgeshire and Peterborough