

Healthwatch Cambridgeshire Complaints Policy

Purpose of this document

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

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

We will review this policy on a regular basis.

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

- 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) Healthwatch Cambridgeshire 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 Chief Executive Officer of Healthwatch Cambridgeshire 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 Cambridgeshire Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will closed.

Approved by Healthwatch Cambridgeshire Board of Directors
Date: 13 November 2013

Reviewed
Date: January 2016

Next Review
Date: January 2017

Responsible Officer
Chief Executive Officer of Healthwatch Cambridgeshire

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

As with other complaints we encourage informal resolution and welcome feedback at all times.

When the complaint is about the Chair of Healthwatch Cambridgeshire

A complaint should be raised with the Chief Executive of Healthwatch Cambridgeshire 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 two guarantors. The decision of the panel will be final.

When the complaint is about a non executive director of Healthwatch Cambridgeshire

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.

Appendix added January 2014