

Healthwatch

Staffordshire

Complaints

Policy

Healthwatch Staffordshire Complaints Policy

Purpose of this document

Engaging Communities Solutions (CIC) is contracted by Staffordshire County Council to deliver Healthwatch Staffordshire.

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

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

We will review this policy on a regular basis.

Date: 1 May 2020

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

- 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.
- 3) Healthwatch Staffordshire will acknowledge the concern or complaint in writing (or in the complainants preferred method of communication) within 3 working days.
- 4) Attempts to resolve the concern or complaint will be completed within 15 working days of establishing the nature of the concern or complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.
- 5) The Manager of Healthwatch Staffordshire will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern or complaint will then be reviewed by the Managing Director of Engaging Communities Solutions CIC within 15 working days. (Please note that if the complaint is about the Manager, the complaint should be addressed to the Executive Director of ECS and the appeal will be conducted by the Managing Director) Once the appeal process has been completed the concern or complaint will be closed.
- 6) If you are still not satisfied you can take your concern or complaint to Staffordshire County Council.

Staffordshire County Council can be contacted in the following ways:

- Email: complaintsandcustomerfeedback@staffordshire.gov.uk
- Telephone: 0300 111 8000
- Minicom users: 01785 276207
- In writing: Complaints Team, Staffordshire Place 2, Stafford, ST16 2DH

You may also subsequently take your concern or complaint to the Local Government Ombudsman who can be contacted in the following ways:

- Website: <http://lgo.org.uk>
- Telephone: 0300 061 0614