

Healthwatch Derbyshire Complaints Policy

Purpose of this document

Individuals and organisations have the right to express their views about Healthwatch Derbyshire's performance and the manner in which it discharges its responsibilities.

Anyone directly affected by the way in which Healthwatch Derbyshire has carried out its functions may make a complaint under Healthwatch Derbyshire's Complaints policy.

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

How to raise a concern or make a complaint about Healthwatch Derbyshire:

1. In the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally to any member of staff. Providing information or correcting misunderstandings or misconceptions at this 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 the Healthwatch Derbyshire staff. If this conversation takes place over the telephone, we will also need it to be confirmed in writing.
3. Healthwatch Derbyshire 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 and Chair of the Board of Healthwatch Derbyshire will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. (The appeal process is not to re-investigate the complaint, but to establish whether a fair process was undertaken to resolve the complaint). The concern/complaint will then be reviewed by Healthwatch Derbyshire Board Members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed. If the complaint is about the Chief Executive please make contact with the Chair of the Board in the first instance, if the complaint is about the Chair of the Board, please make contact with the Vice Chair in the first instance.
6. If you are not satisfied by Healthwatch Derbyshire's response to your complaint, you can ask the Local Government and Social Care Ombudsman to investigate. The Local Government and Social Care Ombudsman is a free independent service: Tel 0300 061 0614 or you can contact them online using this link <https://www.lgo.org.uk/contact-us>

