



Healthwatch Medway CIC Complaints Policy

Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Medway can make a complaint under the Healthwatch Medway CIC Complaints Policy.

We treat both concerns and complaints in the same way.

This policy will be reviewed by the Board of Directors on a regular basis, no less than annually.

Scope

This policy does not cover:

1. Complaints or concerns about the NHS, which should be dealt with through the relevant NHS complaints procedures.
2. Complaints about the provision of social care services which should be dealt with by Medway Council complaints procedure.

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

1. In the first instance we would encourage you to raise a concern, or a 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 Healthwatch Medway via email, letter or via a telephone conversation with a member of staff or volunteer.



3. Healthwatch Medway will acknowledge the concerns/complaint in writing to the complainant (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. If further time is needed to complete the investigation of the complaint, where possible this will be agreed with you.
5. The Operations Manager of Healthwatch Medway will be responsible for responding to all concerns/complaints, except where a complaint relates directly to this individual, and in which case, the complaint will be referred to the Chair of Healthwatch Medway CIC for action by members of the Board of Directors.
6. If you are not happy with the response to your complaint and the outcome, you will be able to appeal directly to the Chair of Healthwatch Medway CIC. The concern/complaint will then be reviewed by Healthwatch Medway CIC Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.
7. If you are still not satisfied with the outcome you can raise your concern/complaint with Medway Council.
8. You may also subsequently take your concern/complaint to the Local Government Ombudsman www.lgo.org.uk

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Chair@medwayhealthwatch.co.uk

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