

Healthwatch Worcestershire Governance Complaints Policy

Purpose of this document

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

Anyone directly affected by the way in which Healthwatch Worcestershire has carried out its functions may make a complaint under its Complaints Policy.

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

We will review this policy on a regular basis.

How to raise a concern or make a complaint about Healthwatch Worcestershire (HWW)

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 stage may enable the issue to be successfully resolved. You should ask to speak to our Chief Operating Officer.
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 the Chief Operating Officer of Healthwatch Worcestershire. If it is a telephone conversation, then it will also need to be confirmed in writing.
3. Healthwatch Worcestershire will acknowledge the concern/complaint in writing (or in the complainant's preferred method of communication) within 5 working days.
4. Attempts to resolve the concern/complaint will be completed within 20 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 Operating Officer (COO) of Healthwatch Worcestershire will review all concerns/complaints, unless the matter refers to the COO (see paragraph 6). If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by Healthwatch Worcestershire's Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.
6. Any concern/complaint relating to the Chief Operating Officer or member of the Board of HWW should be raised with the Chairman:

Peter Pinfield, Chair, Healthwatch Worcestershire,
Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT. Tel 07714 199664
Peterpinfield@healthwatchworcestershire.co.uk

7. Concern/complaints relating to the Chairman should initially be raised with the Chief Operating Officer who will liaise with the other Board Directors:

Simon Adams, Chief Operating Officer, Healthwatch Worcestershire,
Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT Tel: 01386 550264
Simonadams@healthwatchworcestershire.co.uk

DOCUMENT DETAILS:

APPROVED ON: 05/09/2014

Last REVIEWED: 01/12/2017

REVIEW BY: 01/12/2020

LEAD DIRECTOR: John Taylor

AUTHOR: John Taylor

Version Control

Version	Reason for Amendments	Amendments Made By	Date
1	Approved		
2	Review	JT	01/12/17