

Healthwatch Reading Complaints Policy

Purpose of this document

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

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

We will treat both concerns and complaints in the same way. We will review this policy on a regular basis.

Date: 1st April 2013

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

- 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.
- 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 Reading staff. If this conversation takes place over the telephone, we will also need it to be confirmed in writing.
- 3) Healthwatch Reading 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 of Healthwatch Reading 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 Reading Trustees who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will closed.
- 6) If you are not satisfied by Healthwatch Reading's response to your complaint, you can ask the Parliamentary and Health Service Ombudsman to investigate. The Parliamentary and Health Service Ombudsman is a free, independent service: Tel 0345 015 4033; email phso.enquiries@ombudsman.org.uk; Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.