

COMPLAINTS POLICY

Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Slough can make a complaint under the Healthwatch Slough 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 that should be dealt with by Slough Borough Council complaints procedure.

We will review this policy on a regular basis.

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

- 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 or a volunteer.
- 3) Healthwatch Slough will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 7 working days.
- 4) Attempts to resolve the concern/complaint will be completed within 15 working days of establishing the nature of the concern/complaint and the response will be communicated in writing. Exceptionally, if further time is needed, where possible this will be agreed with you.

5) The Manager of Healthwatch Slough will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal within 20 working days from receipt of the written response. Healthwatch Slough advisory group members who have not previously been involved in the matter will then review the concern/complaint. The complaint will be investigated, and a written response provided within 10 working days. Once the appeal process has been completed the concern/complaint will be closed.

6) If you are still not satisfied you can take your concern/complaint to Slough Borough Council. You may also subsequently take your concern/complaint to the Local Government Ombudsman. <http://www.lgo.org.uk/>

Complaints Procedure Flowchart

