

## Healthwatch Hertfordshire Complaints Policy

### Purpose of this document

We welcome feedback in the form of concerns and complaints, and see this as an opportunity to learn.

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Hertfordshire can make a complaint under the Healthwatch Hertfordshire complaints policy.

### 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 which should be dealt with by Hertfordshire County Council complaints procedure.

### Healthwatch Hertfordshire will:

- Review this policy every two years.
- Treat both concerns and complaints in the same way.

### How to raise a concern or make a complaint about Healthwatch Hertfordshire:

1) In the first instance Healthwatch Hertfordshire would encourage you to raise a concern, or complaint, or to provide feedback on our service informally. Giving an opportunity to provide information or correct misunderstandings or misconceptions at this early stage may enable the issue to be successfully resolved sooner.

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.

- 3) Healthwatch Hertfordshire 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 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 Officer of Healthwatch Hertfordshire will review all concerns/complaints.
- 6) If you are not happy with the outcome you will be offered a resolution meeting with the Chief Executive Officer. If you remain dissatisfied you will be able to appeal. The concern/complaint will then be reviewed by Healthwatch Hertfordshire Board members who have not previously been involved in the matter. HwH Board Members will decide if the process used was fair and just, and this outcome will be shared with the complainant. Once the appeal process has been completed the concern/complaint will closed.
- 7) If the complaint concerns the HwH Chair or a Member of the Board of Trustees please request and refer to HwH SD-011 Process for dealing with a breach of the Trustees Code of Conduct.

I can confirm I have read and understood and will follow the Healthwatch Hertfordshire Complaints Policy.

Signature.....

Job Title .....

Date .....

Reviewed on 11<sup>th</sup> April 2023 - no changes required.

*Nuray Ercan*

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Signed by Nuray Ercan, as Company Secretary