

Healthwatch Richmond Complaints Policy

Purpose of this document

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

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

We will treat all 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 which should be dealt with by London Borough of Richmond upon Thames complaints procedure.

We will review this policy on a regular basis.

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

- 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 informally to your satisfaction, then you should detail your complaint in writing (via email or letter).
- 3) We will acknowledge the concern/complaint in writing (or where practicable, in the complainant's preferred method of communication) within 3 working days of receipt.
- 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 Officer of Healthwatch Richmond will review all concerns/complaints unless it concerns the Chief Officer in which case it will be reviewed by one of the Trustees, as nominated by the Chair. If you are not happy with the outcome, you will be able to appeal. The concern/complaint will then be reviewed by 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) If you are still not satisfied you can take your concern/complaint to the London Borough of Richmond upon Thames. You may also subsequently take your concern/complaint to the Local Government Ombudsman. <http://www.lgo.org.uk/>

Agreed 10/6/2015

Reviewed 20/02/2023