

COMPLAINTS POLICY

Purpose of this document

Individuals and organisations have the right to express their views about the performance of Healthwatch Windsor, Ascot & Maidenhead and the way in which it conducts its business.

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Windsor, Ascot & Maidenhead can make a complaint under the Healthwatch Windsor, Ascot & Maidenhead complaints policy.

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

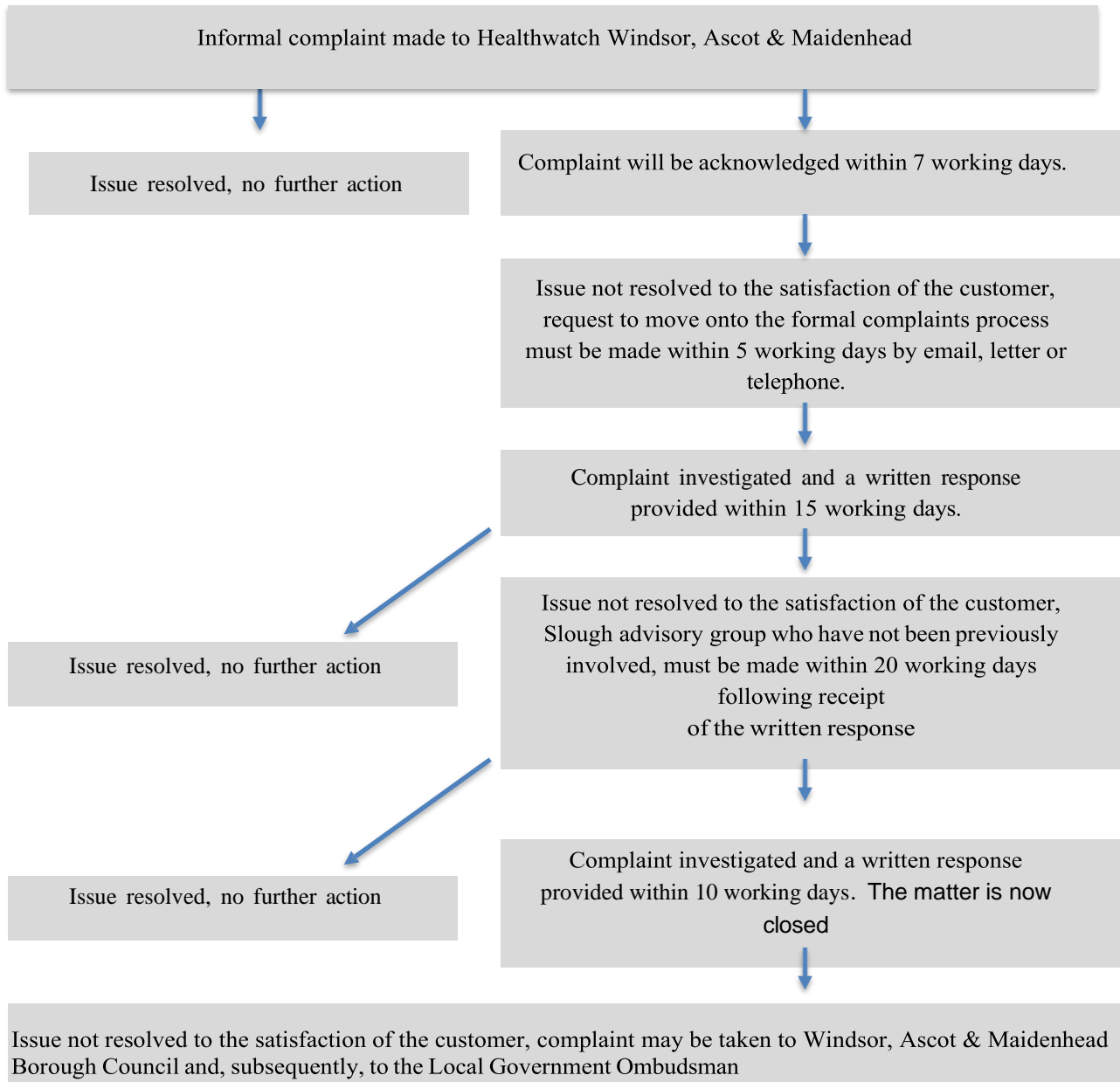
This Policy does not cover:

- 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 Windsor, Ascot & Maidenhead Borough Council complaints procedure.

We will review this policy on a regular basis.

How to raise a concern or make a complaint about Healthwatch Windsor, Ascot & Maidenhead

- 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 Windsor, Ascot & Maidenhead 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 Windsor, Ascot & Maidenhead 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 Windsor, Ascot & Maidenhead 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 Windsor, Ascot & Maidenhead Borough Council. You may also subsequently take your concern/complaint to the Local Government Ombudsman. <http://www.lgo.org.uk/>

Complaints Procedure Flowchart