

Healthwatch

Healthwatch Stoke-on-Trent Complaints Policy

Purpose of this document

Engaging Communities Solutions (CIC) is contracted by Stoke-on-Trent City Council to deliver Healthwatch Stoke-on-Trent.

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Stoke-on-Trent can make a complaint under Healthwatch Stoke-on-Trent's 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 which should be dealt with by Stoke-on-Trent City Council complaints procedure.

We will review this policy on a regular basis.

Date: 1 June 2022

How to raise a concern or make a complaint about Healthwatch Stoke-on-Trent

- 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.
- 3) Healthwatch Stoke-on-Trent will acknowledge the concern or complaint in writing (or in the complainants preferred method of communication) within 3 working days.
- 4) Attempts to resolve the concern or complaint will be completed within 15 working days of establishing the nature of the concern or complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.
- 5) The Healthwatch Manager of Healthwatch Stoke-on-Trent will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern or complaint will then be reviewed by the Managing Director of Engaging Communities Solutions CIC within 15 working days. (Please note that if the complaint is about the Healthwatch Manager, the complaint should be addressed to the ECS Managing Director, and the appeal will be heard by the ECS Board). Once the appeal process has been completed the concern or complaint will be closed.
- 6) If you are still not satisfied you can take your concern or complaint to Stoke-on-Trent City Council.

Stoke-on-Trent City Council can be contacted in the following ways:

Website:

https://www.stoke.gov.uk/downloads/file/531/complaints_comments_and_compliments_procedure

Telephone: 01922 650000

Address: Stoke-on-Trent, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH

You may also subsequently take your concern or complaint to the Local Government Ombudsman who can be contacted in the following ways:

- Website: <http://lgo.org.uk>
- Telephone: 0300 061 0614