

## **Complaints Policy Healthwatch North Somerset**

### **Purpose**

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch North Somerset can make a complaint under Healthwatch North Somerset'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 North Somerset Council's complaints procedure.

We will review this policy on an annual basis.

### **How to raise a concern or make a complaint about Healthwatch North Somerset**

- 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 North Somerset 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 Area Manager of Healthwatch North Somerset 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 Healthwatch North Somerset Board members who have not previously been involved in the matter. 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 the Commissioner at South Gloucestershire Council.

Our Area Manager for Healthwatch North Somerset can be contacted in the following ways

- By email [vicky@healthwatchbnssg.co.uk](mailto:vicky@healthwatchbnssg.co.uk)
- By post Area Manager, Healthwatch North Somerset, 3<sup>rd</sup> Floor, The Sion, Crown Glass Shopping Place, Nailsea, North Somerset, BS48 1RB
- By phone 07931 702 895

Our Coordinating commissioner at South Gloucestershire Council can be contacted in the following ways:

- By email: [katie.west@southglos.gov.uk](mailto:katie.west@southglos.gov.uk)
- By post: Department for Children, Adults and Health, South Gloucestershire Council, Badminton Road Offices, Yate, BS37 5AF

You may also subsequently take your concern or complaint to the Local Government Ombudsman who can be contacted on-line at:

- <http://www.lgo.org.uk/>

## Review

This Policy will be reviewed on at least an annual basis by the Healthwatch Board of Directors.

Date of next review October 2020.