

Complaints Policy

Purpose of this document

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

We are keen to hear from you if you have any comments to make about Healthwatch Camden and the services we provide. We welcome your views and will do our best to deal with any complaints promptly and efficiently.

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

We will review this policy on a regular basis.

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

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. Many complaints can be sorted out by talking the problem over with a member of Healthwatch Camden's staff. An informal chat may resolve the problem.

Healthwatch Camden is committed to receiving your comments and complaints sympathetically, and where appropriate resolving the problem as amicably as possible and to your satisfaction. If, however, you are still dissatisfied you can make a formal complaint following the procedures outlined below.

If you need any help making your complaint or during the progress of your complaint, for example, if English is not your first language or you have difficulty writing, we will try to arrange the help you need. If this is the case, please let our Director know.

If the concern or complaint is not resolved to your satisfaction though informal discussion, then you should notify us via email, letter or via a telephone conversation with a member of staff or a volunteer.

Healthwatch Camden will acknowledge the concern/complaint (usually via letter or email, unless you ask us to communicate with you some other way) within 3 working days.

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.

The Director of Healthwatch Camden will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by Healthwatch Camden Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.

Information gathered during the investigation of a complaint will only be used for the purpose intended and will not be shared without your knowledge. Such information will only be shared on a 'need to know' basis.

Agreed at a meeting of the Board of Trustees on 29 July 2013

Date to be reviewed February 2016

Further information

If your complaint includes **serious, significant** concerns about the conduct of Healthwatch Camden's charitable activity, you may raise it with the Charity Commission. Guidance on the sorts of complaint they will and will not consider is on their website: (www.charitycommission.gov.uk).

Complaining about a service in Camden

If you want to make a complaint about a service in Camden, please see the information on complaints on our website ([Health & Social Care Complaints](#)) or contact us for information on how to complain.