

healthwatch Rochdale

Complaints Policy

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Purpose of this document

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

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

We will treat both concerns and complaints in the same way. We will review this policy on a regular basis. This Policy does not cover:

- Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure
- Complaints about the provision of social care services which should be dealt with by Rochdale Council's complaints procedure

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

- 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.
- 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.
- Healthwatch Rochdale will acknowledge the concern/complaint in writing (or in the complainant's preferred method of communication) within 5 working days, confirming the details of the complaint and the timescales for investigating the complaint.
- Attempts to investigate, and identify a resolution, to 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 CEO will review and record all concerns/complaints. However, if the concern/complaint is related to the CEO, the Chair or another Board member will liaise directly with the complainant and take a lead on the investigation and determining the proposed resolution. If a concern/complaint is related to a board member the liaison, investigation and determination of the outcome will be undertaken by another board member who is not directly connected to the matter.
- If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be passed to another independent Healthwatch within Greater Manchester for review and, if considered appropriate, further investigation will be undertaken for recommendations to be actioned by Healthwatch Rochdale; and the complainant will be informed of the outcome. Once the appeal process has been completed the concern/complaint will be closed.
- If there is a conflict with the CEO or Chair of Healthwatch Rochdale, then the complaint will go straight to the Board of Directors.
- All complaints will be reported to Healthwatch Rochdale's board during the monthly subcommittee meeting or quarterly board meeting.
- Healthwatch Rochdale will retain all records on any complaints for 6 years, in line with Healthwatch Rochdale's Document retention policy.