



Complaints Policy

1. Our aim

The purpose of this policy is to allow Healthwatch Hackney (HWH) members and members of the public to submit any complaints they may have about HWH activities. Our aim is to deliver our activity with the highest quality level of service. We need to know when we are getting things right, but we also need to know when we are getting things wrong. This will enable us to deal with the specific problem and avoid it happening again.

2. How to complain

We have a procedure in place you can use can let us know if for any reason you are not satisfied in your dealings with HWH. You can make a complaint in two ways:

a) By post

HWH is based at **Block A, 1st Floor, St Leonard's Hospital, Nuttall Street, N1 5LZ**. You can pick up a form from our office or request a complaints form via telephone from 020 3960 7454 Once the complaint form is completed, please return it to us. We will record your complaint and issue you with an acknowledgement receipt. We would prefer to receive written complaints using our model template but will act on any written complaint that is received. Please make sure you include contact details.

b) Electronically

Download our complaints form from [here](#) and send your complaint to HWH Executive Director at info@healthwatchhackney.co.uk or post it to **Healthwatch Hackney, Block A, 1st Floor, St Leonard's Hospital, Nuttall Street, London, N1 5LZ**. If you post it, mark the letter PRIVATE AND CONFIDENTIAL If the complaint is about the Executive Director then please write to the Chair of HWH, at the same address and mark the letter PRIVATE AND CONFIDENTIAL. If a complaint is submitted anonymously then it will be kept and reviewed but HWH cannot commit to acting on such a complaint.

3. Commitment to confidentiality and impartiality

It is important to note that any complaints submitted to HWH will remain confidential to the organisation and no organisation or individual will receive less favourable treatment as a result of submitting a complaint.

4. What is a complaint?

A complaint is any report of a negative or unsatisfactory experience an individual or organisation has received from HWH staff or the result of its activities.

You may want to complain if you think Healthwatch Hackney has:

- ⌚ Not treated you fairly or politely;
- ⌚ Not done something we should have done or promised to do;
- ⌚ Done something badly;
- ⌚ Not delivered a service within the time promised;
- ⌚ Failed to carry out a policy or procedure as advertised.

5. Our commitment to You

HWH commits to:

- ⌚ Investigate all complaints seriously and without prejudice
- ⌚ Provide you with a written response to all written complaints
- ⌚ Work to ensure that your preferred solution to the issue is met
- ⌚ Acknowledgement written complaints on the same working day
- ⌚ Provide a full response to your complaint, at whatever stage, within ten working days. This may not contain a full conclusion to the investigation but will outline what steps have been taken and provide you with a date by which a decision will be reached.

6. The four stage process

Stage 1

If you wish to make a verbal complaint, you may ask to speak to the member of staff concerned or their line manager. It is the duty of the member of staff to endeavour to satisfy the complaint at this stage.

Even if satisfactorily resolved, a Complaint Monitoring Form will be completed and kept in HWH records. If your complaint cannot be dealt with at stage 1 please submit in line with the procedure set out in Section 2 of this document.

Stage 2

All written complaints will automatically start at stage 2. The complaint will go to HWH Executive Director unless the complaint is about this Director or other Board Members. If the complaint is about the Executive Director or other Board Members, then the complaint will go to the Chair of HWH Board. See Stage 4 below if the complaint is about the Chair. The responsible officer will respond in writing with an outline of the results of the investigation, whether HWH accepts the complaint and if so what action has been taken or is proposed

If HWH does not accept the grounds for the complaint, the responsible officer must include a written explanation with reference to any evidence produced. You will also be informed of your right to take the complaint to the next stage.

Stage 3

If you feel that the response from the Executive Director does not satisfy your concerns then please take the complaint to the Chair of HWH Board explaining why the action taken to date is not satisfactory. The Chair will review the materials produced in stage 2 and conduct any further investigation they feel is appropriate and respond in a similar fashion as in stage 2.

Stage 4

If this does not resolve the matter please take your complaint to the London Borough of Hackney. This is because under the Health and Social Care Act 2012 the local Council has a statutory duty to operate a local Healthwatch and is responsible for performance issues of the local Healthwatch.

Please follow the London Borough of Hackney complaints procedure. You can either:

- a) Visit the team which deal with complaints, the Business Analysis and Complaints Team, found on the Second Floor, The Hackney Service Centre, 1 Hillman Street, E8 1DY
- b) Call them on 020 8356 3770
- c) Follow their complaints procedure online
www.hackney.gov.uk/complaints.htm#.VbeQcfnF_To