**Healthwatch Telford and Wrekin**

**Complaints and Compliments Policy**

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# Complaints and Compliments Policy

Healthwatch Telford and Wrekin (HWT&W) will seek out and listen to the views of patients, carers, and the public, and those individuals and groups whose voices are not usually heard. HWT&W upholds the belief that individuals and organisations have a right to express their views about the performance of HWT&W and the way in which it conducts its business. HWT&W will also support people in making a complaint about health and social care services, by providing information about how to do this, and support to access this information.

HWT&W places emphasis on equality and diversity. HWT&W employees and volunteers will treat everyone they are in contact with in the course of their HWT&W activities with dignity and respect, recognizing the value of each individual and their experience(s). HWT&W expects that its employee and volunteers demonstrate attitudes and behaviours which support this position, and will not tolerate discrimination by HWT&W employees or volunteers arising from, but limited to, employment status, health, social exclusion, age, ethnic origin, gender, sexuality, disability, and religion.

HWT&W is committed to learning and improving its services resulting from complaints and compliments received. Anyone who is dissatisfied with any aspect of the services received from HWT&W can make a complaint under this policy. HWT&W will treat both complaints and compliments in the same way.

# How to raise a concern or make a complaint about HWT&W

1. In the first instance HWT&W would encourage anyone with a complaint or issue to raise a concern, or complaint, or to provide feedback on the HWT&W 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 the satisfaction of the complainant, then they should notify HWT&W via email, letter or via a telephone conversation - with a member of staff, Board Director, or a volunteer.
3. HWT&W will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 3 working days.
4. 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 the complainant.
5. The Managing Director of HWT&W will review all concerns/complaints. If the complainant is not happy with the outcome they will be able to appeal. The concern/complaint will then be reviewed by HWT&W Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.
6. If the complainant is still not satisfied, they can take their concern/ complaint to Telford & Wrekin Council.

# HWT&W Compliments

HWT&W welcomes feedback and positive comments from the public and those we engage with about the service received from HWT&W, including the impact and outcome that has achieved by HWT&W for people of Telford and Wrekin. Compliments and this feedback can be made in person at the HWT&W office, or by phone, by email or by post.

# Complaints and Compliments Policy Exclusions.

The HWT&W policy scope does not include responsibility for:

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 Telford & Wrekin Council complaints procedure.

# NHS Complaints, and Complaints about other Health and Social Care Services

NHS complaints procedures can be complicated. A complainant will often need to speak to different organisations depending on the kind of service they want to complain about.

HWT&W will try to help the public / complainants find the right people to complain to for the service by signposting information on the HWT&W Website – “How to Complain”. The public are encouraged to contact HWT&W if the information they need to help them make a complaint is not included, so that HWT&W can try to find the specific information needed and update the signposting provided.

HWT&W is not contracted to provide complaints advocacy. Information is provided on the HWT&W web page - “How to Complain” for Telford and Wrekin Independent Health Complaints Advocacy Service who are contracted by T&W Council to provide advocacy, support and advice for people who want to make complaints about NHS services.

HWT&W provide a confidential facility at their office location for the public to arrange to meet with a representative of this Complaints Advocacy Service to discuss their concern or complaint.