



## Healthwatch Manchester Complaints Policy

### Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Manchester can make a complaint under Healthwatch Manchester'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 [Manchester Local Authority] complaints procedure.

We will review this policy on a regular basis.



## How to raise a concern or make a complaint about Healthwatch Manchester

- 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 Manchester will acknowledge the concern/complaint in writing (or in the complainant's 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 you.
- 5) The Chief Officer of Healthwatch Manchester 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 Manchester Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.

### Review dates:

1 Revised 2016	Owner Neil Walbran	12 <sup>th</sup> September 2016
2 Reviewed Version	Owner Neil Walbran	20 <sup>th</sup> Feb 2019
3 Final Review	Owner Neil Walbran	19 <sup>th</sup> March 2019