

Healthwatch

Leicester and

Healthwatch

Leicestershire

Complaints

Policy

Healthwatch Leicester and Healthwatch Leicestershire Complaints Policy

Purpose of this document

Engaging Communities Solutions (CIC) is contracted by Leicester City Council and Leicestershire County Council to deliver Healthwatch Leicester and Healthwatch Leicestershire.

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Leicester and Healthwatch Leicestershire can make a complaint under Healthwatch Leicester and Healthwatch Leicestershire'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 Leicester City Council and Leicestershire County Council complaints procedure.

We will review this policy on a regular basis.

Date: 1 May 2020

How to raise a concern or make a complaint about Healthwatch Leicester and Healthwatch Leicestershire

- 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.
- 3) Healthwatch Leicester and Healthwatch Leicestershire will acknowledge the concern or complaint in writing (or in the complainants preferred method of communication) within 3 working days.
- 4) Attempts to resolve the concern or complaint will be completed within 15 working days of establishing the nature of the concern or complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.
- 5) The Manager of Healthwatch Leicester and Healthwatch Leicestershire will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern or complaint will then be reviewed by the Managing Director of Engaging Communities Solutions CIC within 15 working days. (Please note that if the complaint is about the Healthwatch Manager, the complaint should be addressed to the Executive

Director of ECS and the appeal will be conducted by the Managing Director) Once the appeal process has been completed the concern or complaint will be closed.

6) If you are still not satisfied you can take your concern or complaint to Leicester City Council or Leicestershire County Council.

Leicester City Council can be contacted in the following ways:

- Website: <https://www.leicester.gov.uk/contact-us>
- Telephone: 0116 454 1000
- Email: customer.services@leicester.gov.uk
- In writing: Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ.

Leicestershire County Council can be contacted in the following ways:

- Website: <https://www.leicestershire.gov.uk/have-your-say/complaints-and-comments>
- Telephone: 0116 232 3232
- In writing: Leicestershire County Council, County Hall, Glenfield, Leicester, LE3 8RB.

You may also subsequently take your concern or complaint to the Local Government Ombudsman who can be contacted in the following ways:

- Website: <http://lgo.org.uk>
- Telephone: 0300 061 0614