Healthwatch Cheshire CIC
Sension House, Denton Drive
NORTHWICH
CW9 7LU

Tel: 0300 323 0006
www.healthwatchcheshire.org.uk
Company No 7791174 Registered in England

Healthwatch Cheshire CIC Complaints Policy

Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Cheshire CIC can make a complaint under Healthwatch Cheshire CIC 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 either Cheshire East Council or Cheshire West and Chester Council complaints procedure.

We will review this policy on a regular basis.

healthwatch Cheshire East

healthwatch Cheshire West

How to raise a concern or make a complaint about Healthwatch Cheshire CIC

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 Cheshire CIC 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 Service Lead of Healthwatch Cheshire CIC will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal within 20 working days from receipt of the written response. The concern/complaint will then be reviewed by Healthwatch Chief Executive who will not have previously been involved in the matter. Should the complaint relate to the CEO directly, then it will be referred to the Healthwatch Cheshire Board. On appeal the complaint investigation will be reviewed and a written response provided within 10 working days. Once the appeal process has been completed the concern/complaint will be closed.

6) If you are still not satisfied you can take your concern/complaint to Cheshire West and Chester Council.

Date of next review: December 2027