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## COMPLAINTS POLICY AND PROCEDURE

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### 1. Purpose

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

Anyone who is dissatisfied with any aspect of the work undertaken by Healthwatch Isles of Scilly, or the manner in which it conducts its work, can make a complaint under this complaints policy.

We will treat concerns and complaints in the same way.

This Policy does not cover:

- Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- Complaints or concerns about social care services which should be dealt with by the Council of the Isles of Scilly complaints procedure.

### 2. Procedure

- a) In the first instance we would encourage you to raise a concern or complaint, or to provide feedback on our service, informally, by speaking to the Manager or a Director. Providing information or correcting misunderstandings or misconceptions at this early stage may enable the issue to be successfully resolved.
- b) If the concern or complaint is not resolved to your satisfaction, then you should notify us by email or letter.
- c) Healthwatch Isles of Scilly will acknowledge the concern or complaint in writing, by email or letter, within 3 working days.
- d) 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.
- e) The Chair of Healthwatch Isles of Scilly will review all concerns or complaints. If you are not happy with the outcome you will be able to appeal. The concern or complaint will then be reviewed by Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern or complaint will be closed.

Agreed by Healthwatch Isles of Scilly Board on 07/11/13

Review: before April 2015