

# **Healthwatch Harrow Complaints Policy**

## **Introduction**

Healthwatch Harrow, which is managed by Enterprise Wellness Ltd, views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. As an organisation we are committed to providing the best possible services and recognise that the way we manage feedback is an important part of this.

## **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Healthwatch Harrow. It can be expressed in writing, pictures or verbally.

## **Our policy is to:**

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure everyone at Healthwatch Harrow knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way
- Ensure complainants are kept informed about timescales and progress when we investigate their complaint
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired
- Ensure people are confident we will manage complaints honestly, constructively, sensitively and fairly
- Gather information which helps us to improve what we do.

## **This Policy does not cover:**

- Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- Complaints about the provision of social care services which should be dealt with by London borough of Harrow Council's complaints procedure.

### Steps in procedure:

1. In the first instance we would encourage you to raise a 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 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 Harrow will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 3 working days.
4. Attempts to resolve the complaints 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 Manager of Healthwatch Harrow will review all complaints. If you are not happy with the outcome you will be able to appeal. The complaint will then be reviewed by the Chair of Healthwatch Harrow who have not previously been involved in the matter. Once the appeal process has been completed the complaint will be closed.
6. If you are still not satisfied you can take your complaint to Harrow Council.

We will review this policy on a regular basis.

Date: September 2024

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