

# Complaints and Compliments Policy

## Introduction

You have the right to express your views about Healthwatch Hampshire and the way that its services are delivered. If you are unhappy with any aspect of the organisation, you can make your views known under the Healthwatch Hampshire Complaints Policy. If you feel like you have received a good service from Healthwatch Hampshire, then we would equally like to hear from you.

Please take note that this policy only covers complaints and compliments about Healthwatch services and does not cover issues relating to NHS or social care services. Please see our website for information about advocacy if this is what you are looking for.

## How to raise a concern or make a complaint at Healthwatch Hampshire

If you have a concern about our services at Healthwatch Hampshire, please let us know early on in an informal manner. By doing so, we are more able to resolve and correct issues that you may have.

If this concern has not been dealt with in the way that you would have liked, then please notify us via email, letter or telephone.

Healthwatch Hampshire will get in touch within 7 working days to confirm that we have received your complaint or concern.

Healthwatch Hampshire will attempt to resolve the concern within 15 working days of receiving the complaint or concern. We will always let you know if more time is needed to resolve the issues.

The Board Business Manager of Healthwatch Hampshire will review all complaints and concerns. They will forward on the complaint to the relevant service or partner but all responses to you will be on behalf of Healthwatch Hampshire. If you are not happy with the outcome, you are then able to appeal. Your complaint or concern will be reviewed by the board members who were not involved previously. Once the appeal process has been completed, the concern or complaint will become closed.

You can also take your complaint or concern to Hampshire County Council who commission Healthwatch Hampshire. Please note this option is only available if you are not satisfied with the response and appeal from Healthwatch Hampshire.

## Contacting Healthwatch Hampshire

Telephone: 01962 440 262

Write to us (free) at:

Board Business Manager  
Freepost  
Healthwatch Hampshire  
Westgate Chambers  
Staple Gardens  
Winchester  
SO23 8SR

Email: [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk)

**Please address all correspondence to the board business manager.**