

Feedback, Compliments and Complaints Policy

Introduction

We welcome your views about Healthwatch Hampshire and the way that its services are delivered.

We would like to hear from you if you feel like you have received a good service from us, or if you are unhappy with any aspect of our services.

This policy is about complaints about the services of Healthwatch Hampshire.

We have separate policies for complaints from or about volunteers ([link](#)) and complaints from or about our volunteer directors ([link](#)).

This policy only covers feedback about Healthwatch Hampshire's services. It does not cover issues relating to NHS or social care services. Please see our website for information about advocacy to assist you with complaints about NHS funded care if this is what you are looking for.

Sometimes we are unable to help people with their health or social care issue because of the limits on our role. In these rare circumstances, we will follow our Supporting You, What We Can Do, procedure ([link](#)).

How to raise a concern or complaint about Healthwatch Hampshire's service

If you have a concern or complaint about our service, please let us know as soon as possible so we can resolve it quickly.

It is usually best for you to raise the matter informally first, with the person you are dealing with or their manager. We hope that they can quickly sort it out.

If you do not want to raise your concern with the person you are dealing with or their manager, or if you tried but you are not satisfied with their response, please:

email us at enquiries@healthwatchhampshire.co.uk

or phone us on 01962 440 262

or write to us (no need to use a stamp) at:

Healthwatch Hampshire Feedback

Freepost RTHH-KGST-ZRBC

Healthwatch Hampshire

Unit 12, Winnall Valley Road

Winchester

SO23 0LD

Complaints must be submitted within one calendar year of the issue you are complaining about.

We will get in touch within 7 working days to confirm receipt and to tell you what happens next.

Your complaint will be investigated by a manager who has not been personally involved in the matter.

We aim to respond to your complaint within 15 working days of hearing from you. We will always let you know if we need more time to reply, for example to look into or resolve the issues you raise.

If you are not satisfied with our answer to your complaint at this first stage, you can choose to ask for a second review by a senior manager or director.

They aim to respond to you within 15 working days of hearing from you. They will always let you know if they need more time to reply, for example to look into or resolve the issues you raise.

If you are still not satisfied with the senior manager/director's answer to your complaint, you can choose to appeal to the Chair of Healthwatch Hampshire. He or she will arrange for further review of the issue and consider how your complaint has been handled.

He or she aims to respond to you within 15 working days of hearing from you. They will always let you know if they need more time to reply, for example to look into or resolve the issues you raise.

Once the Chair has responded to you, the complaint will be closed.

May 2019