

Healthwatch Hampshire Complaints Process

We aim to give the best service possible to anyone who is in contact with us. Sometimes things go wrong, and you may feel justified in making a complaint about the service you received from Healthwatch Hampshire. If this is the case for you, please take note of the process below that we use when dealing with complaints.

Please note this is the process to follow for complaints about Healthwatch Hampshire. For information about making a complaint about Healthwatch England or the NHS please refer to the following:

Healthwatch England: www.healthwatch.co.uk/contact-us

NHS Complaints: www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/

What is our process?

In the first instance, we would invite you to talk to the person involved in your concern as that is usually the best way to deal with the situation. If you are not satisfied with that, then you can make a formal complaint to the Healthwatch Manager. Because of the relatively small size of Healthwatch Hampshire, if your complaint relates to the Healthwatch Manager you can contact the Chief Executive Officer (CEO) of The Advocacy People (they host the Healthwatch team) who will deal with the complaint. Please make that clear in your submission but please still submit the complaint to the address below.

Stage 1

We would prefer that you make your complaint in writing (by letter or email) to the Healthwatch Manager at either of the following:

Healthwatch Hampshire Manager
The Advocacy People
PO Box 375, Hastings
East Sussex, TN34 9HU

Healthwatch Hampshire Manager enquiries@healthwatchhampshire.co.uk

Alternatively, you can make your complaint in person by phoning 01962 440262 to speak with the Healthwatch Hampshire Manager.

We will let you know we have received your complaint within 3 working days of receiving it. We will then respond to you within 14 working days of the receipt of your complaint, telling you what we will do about it and giving our response. If we need more

time to fully investigate the issue, we will let you know that within 14 days of receiving your complaint and we will let you know when you should expect to hear from us.

What complaints do we deal with?

We will deal with any complaints relating to the work, staff, and levels of service of Healthwatch Hampshire.

What to include in your complaint

- A clear detailed description of what your complaint is about.
- Copies of letters or emails relating to the complaint.
- Your contact details so we can get back to you.

Other things to consider

- Please note that all complaints submitted must be within 1 calendar year of the issue being referred to.
- If you have any problems or questions about the complaints process, please contact us at the address or phone number below.
- If you need independent help to make a complaint, please contact us to talk through how we can support you and who you can speak to.

Stage 2

If you are not happy with our response to you, you will need to raise the complaint with our Healthwatch Hampshire service contract provider organisation.

They can be contacted at

The Chief Operating Officer
The Advocacy People
PO Box 375
Hastings, TN34 9HU

Or email: info@theadvocacypeople.org.uk

Or phone: 0330 440 9000

Please include all correspondence relating to the complaint in your submission to the Healthwatch Hampshire service contract provider. They will respond to you in accordance with their own complaints policy which is available on request.

Stage 3

If you are not happy with the response provided by our Healthwatch service contract provider you can raise your complaint with our Healthwatch Hampshire contract commissioner.

They can be contacted at

Healthwatch Contract Manager
Hampshire County Council
The Castle
Castle Avenue
Winchester
SO23 8UJ

Please include all correspondence relating to the complaint in your submission to the council. They will respond to you in accordance with their own complaints policy which can be found at: [Making a comment, suggestion or complaint | About the Council | Hampshire County Council \(hants.gov.uk\)](#)