



# Complaints Policy

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**Next Review Date: December 2024**

# Healthwatch Birmingham and Healthwatch Solihull

## Complaints Policy

### Purpose of this document

Individuals and organisations have the right to express their views about the performance of Healthwatch Birmingham and Healthwatch Solihull and the way in which we conduct our business.

Anyone who is dissatisfied with any aspect of the service received from us can make a complaint under this Policy.

We will treat both concerns and complaints in the same way.

This Policy does not cover:

- 1) Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- 2) Complaints about the provision of social care services which should be dealt with by Birmingham City Council complaints procedure.

### Procedure: How to raise a concern or make a complaint about us

- 1) In the first instance, we will encourage the individual or organisation to raise a concern, or 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 concern or complaint is not resolved satisfactorily, then the individual or organisation should notify us via email or letter (or if unable to write to us, by telephone conversation with a member of staff).
- 3) We will acknowledge the concern/complaint in writing (or in the complainant's preferred method of communication) where possible within 5 working days.
- 4) Attempts to resolve the concern/complaint will, where possible, be completed within 30 working days of establishing the nature of the concern/complaint. An individual will be appointed to investigate the complaint. In certain circumstances, we may appoint an independent person to investigate the complaint. If the investigation cannot be completed within 30 days, we will notify the individual or organisation and will agree an extension of time.

5) The CEO of Healthwatch Birmingham and Healthwatch Solihull will review all concerns/complaints. If the individual or organisation is not happy with the outcome they will be able to appeal. The concern/complaint will then be reviewed by one of our Directors who has not previously been involved in the matter. The result of this appeal will be final.

### **Learning From Complaints**

We will use the learning from complaints to improve services. All complaints will be reviewed to identify where we can improve. Learning from complaints and feedback will be shared at team meetings with procedures updated to reflect the learning. Complaint outcomes will be reported through our Board Audit Sub-Committee.