

Healthwatch Enfield Complaints Policy & Procedure

Purpose of this Document

Individuals and organisations have the right to express their views about the performance of Healthwatch Enfield and the way in which it conducts its business.

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Enfield can make a complaint under this Healthwatch complaints policy.

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

This Policy is solely for issues concerning HEALTHWATCH ENFIELD and does not cover:

- 1) Complaints or concerns about services providers for health services including hospitals , GPs, dentists and pharmacists 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 Enfield Borough Council's complaints procedure.

Complaints Procedure

Stage One: Review by Chief Executive (CE)

The complaints procedure starts with the CE. S/he will acknowledge your complaint within five working days and carry out a full investigation into the circumstances surrounding it.

The target time for responding in full to a complaint is 20 working days. This may be longer if the issue is complicated. Any delay will be explained.

If the complaint is upheld, you will receive a full apology and, where appropriate, be given details of any action that will be taken to resolve the situation. The aim is always to achieve resolution at the earliest stage possible.

If it is the CE that you have a complaint with or we do not find any evidence to uphold your complaint, you can proceed to the next stage.

Last review date: March 2020

Next review due: April 2021

Stage Two: Review by a member of the Board

The response you receive from the CE will inform you of your right to ask for a review of the decision if you do not agree with the outcome of stage one. If you do want a review, you should request this in writing within 7 working days.

The process followed by the Board member in reviewing the complaint is similar to that in stage one. The response time is also 20 working days and where appropriate you will receive an apology and information about how the matter will be remedied if possible.

The Board member will check that the investigation so far has been carried out fully and properly. S/he will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant. You will receive a comprehensive reply within 20 days.

Please mark your email/letter confidential and address your complaint to:

Chief Executive: CE@healthwatchenfield.co.uk

Chair: parin.bahl@healthwatchenfield.co.uk

Or by post to Room 11, Community House, 311 Fore Street, London N9 0PZ