**Complaints** **Policy** **and** **Procedures**

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**1.** **POLICY**

1.1 Individuals and organisations have the right to express their views about Healthwatch Hammersmith and Fulham (HW H&F) performance and the manner in which it discharges its responsibilities. Anyone directly affected by the way in which HW H&F has carried out its functions may make a complaint under HW H&F Complaints policy.

HW H&F takes all complaints seriously and will work hard to ensure that the matter is resolved. We will treat both concerns and complaints in the same way.

**2.** **SCOPE**

2.1 This policy applies to all HW H&F employees and staff, including volunteers.

2.2 HW H&F will endeavour to understand the potential effect of its policies and practices on the staff, volunteers and communities, particularly those from ‘protected’ characteristics under the Equality Act 2010 section 149.

**3.** **STAGE** **ONE:** **Informal** **Complaint.**

3.1 If you feel that you have been treated unfairly or have received a less than satisfactory standard of service, in the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally. Providing information or correcting misunderstandings or misconceptions at this stage may enable the issue to be successfully resolved. You should contact the member of staff who has been working with you and detail the nature of your complaint. Every effort will be made to resolve the matter as speedily as possible and to your satisfaction.

3.2 Every reasonable effort will be made for the response, whether oral or written, to be given within 10 working days of the receipt of your complaint.

3.3 A brief record of your complaint will be made on file (using the Customer Complaints Log – Appendix 3 if the complaint was resolved). This constitutes a resolution of the complaint.

3.4 If you are still dissatisfied, you may proceed to Stage Two of the complaints procedure.

**4.** **STAGE** **TWO:** **Formal** **Complaint.**

4.1 If you feel your complaint has not been resolved to your satisfaction, you may lodge a formal complaint by speaking to or writing to:

4.2 The Chief Executive Officer, Healthwatch Hammersmith and Fulham,

by email [info@healthwatchhf.co.uk](mailto:info@healthwatchhf.co.uk)

by telephone 0800 051 9326

by post to 80 Redmans Road, London, E1 3AG.

4.3 You will receive an acknowledgement within five working days that your complaint has been received and is being investigated. The CEO or Chair will work with you and the appropriate member of staff to resolve the complaint and agree action points. We will probably talk to you over the phone and arrange face-to-face meetings where necessary. Any agreed action points will be confirmed in writing to you.

4.4 A record will be made on the Customer Complaints Log of how the complaint was resolved. A copy of the log and any correspondence will be kept on file. This constitutes a resolution of the complaint.

4.5 If you are unhappy with the outcome, you have the right to have your complaint heard by the HW H&F Complaints Panel.

**5.** **Complaints** **Panel.**

5.1 The final stage of this internal procedure is to have your complaint investigated by a Complaints Panel drawn from the Local Advisory Committee of H&F. The Local Advisory Committee members of HW H&F are non-remunerated trustees of the organisation. They are therefore independent of the staff body.

5.2 We will ask you to lodge your complaint in writing and explain why you found our attempts to resolve the complaint at Stage Two unsatisfactory. Formal complaints can be made in writing to the Chair at the address given in Stage Two.

5.3 You will receive an acknowledgement within five working days that your complaint has been received and is being investigated.

5.4 A Complaints Panel comprising of at least two board members and attended by the CEO and relevant Line Manager (if applicable) will meet at the earliest opportunity (within 28 days of the receipt of the complaint) and agree what action should be taken. A representative of this panel may contact you to gain further information or to invite you to attend a meeting if appropriate.

5.5 The Panel’s decision and agreed action will be communicated to you in writing within 5 working days of the meeting referred to above (5.4). If this is unlikely to be possible, you will receive a reason in writing for the delay within a 5 day period.

5.6 A brief record will be made on file (using the Customer Complaint Log) of how the matter was resolved.

5.7 This represents the final internal stage of HW H&F complaints process.

**6.** **Streamlining** **a** **complaint**

6.1 Notwithstanding anything contained in sections 2,3,4, and 5, if the Line Manager or CEO takes the view that the complaint is of a sufficiently serious nature, the process above should be streamlined and discretion should be used to escalate the matter to the Chair of HW H&F’s Local Advisory Committee.

**APPENDIX** **1:** **GUIDANCE** **NOTES** **FOR** **STAFF** **&** **VOLUNTEERS**

**Seven** **methods** **for** **defusing** **a** **difficult** **situation**

1. LISTEN: carefully and with interest.

2. EMPATHISE: put yourself in the customer’s place. What service would you want?

3. ASK QUESTIONS: in a mature, non-threatening way that requires the customer to think about their answer.

4. APOLOGISE: on behalf of the company without blaming yourself, or another colleague/partner organisation etc.

5. REPEAT: the situation back to the customer to check that you have understood fully.

6. SOLVE: the problem by identifying solutions to satisfy the customer. Tell the customer what you CAN DO, not what you can’t. If you cannot solve the situation, find someone who can.

7. COMMUNICATE: ensure the customer is fully informed throughout the process, including letting them know when the process is delayed.

**APPENDIX** **2**

**Customer** **Complaint** **Log**

**Customer** **Details**

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Telephone No.** |  |
| **Project Title or Reference No.** |  |
| **Nature of Complaint** |  |

**Stage** **One:** **Informal** **Complaint** (to be completed by the project contact within 10 working days)

|  |  |
| --- | --- |
| **Action Taken** |  |
| **Signed** |  |
| **Date** |  |

**Stage** **Two:** **Formal** **Oral** **Complaint** (to be completed by the Line Manager contact within 10 working days)

|  |  |
| --- | --- |
| **Action Taken** |  |
| **Signed** |  |
| **Date** |  |

**Stage** **Three:** **Formal** **Written** **Complaint** (to be completed by the CEO)

|  |  |  |  |
| --- | --- | --- | --- |
| **Written acknowledgement sent by** |  | **Date** |  |
| **Action Taken** |  | | |
| **Signed** |  | **Date** |  |

**Stage** **Four:** **Complaints** **Panel** (to be completed by the Chair or Vice Chair)

|  |  |  |  |
| --- | --- | --- | --- |
| **Written acknowledgement sent by** |  | **Date** |  |
| **Panel Member** |  | **Position** |  |
| **Panel Member** |  | **Position** |  |
| **Panel Member** |  | **Position** |  |
| **Action Taken**  **Signed** |  | **Date** |  |

**Please** **ensure** **that** **a** **copy** **of** **the** **completed** **Customer** **Complaint** **Log** **and** **all** **relevant** **documentation** **is** **sent** **to** **the** **CEO** **for** **monit**o**ring** **and** **record** **keeping.**

8

|  |  |
| --- | --- |
| **Date** **policy** **approved** | **17/06/14** |
| **Signed** **by** **Local Voice** **Co-Chair** **:** **David** **Burbidge** |  |
| **Date** **policy** **to** **be** **reviewed** | **17/06/22** |

