

Complaints Policy and Procedure

Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service provided by Evolving Communities can make a complaint under Evolving Communities' complaints policy and procedure.

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 services which should be dealt with by the relevant Local Authority or by the provider of the service.

We will review this policy on an annual basis.

How to raise a concern or make a complaint about a local Healthwatch provided by Evolving Communities

- 1) 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 early stage may allow the issue to be successfully resolved.
- 2) If at this stage your concern or complaint is not resolved to your satisfaction, then you should notify us by email, letter or via a telephone conversation with a member of staff.
- 3) If raising a concern or making a complaint in writing, you should include the following details:
 - Your name and contact details
 - Who or what has caused the concern(s)
 - When and where the event(s) happened (if applicable)
 - Any other relevant information.

Alternatively, you can complete our complaints form (see appendix 1).

- 4) The complaint/concern should be directed to the Manager of the local Healthwatch service. Complaints about the Manager of the local Healthwatch service should be directed to the Chief Executive.
- 5) Complaints about a member of the local Healthwatch Board or Steering Group or a volunteer should be directed to the Manager of the local Healthwatch service.

- 6) The local Healthwatch will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within **three working days**. All concerns and complaints will be treated in a confidential and sensitive manner.
- 7) The local Healthwatch Manager will attempt to resolve the concern/complaint within **15 working days** of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you. The final outcome will be confirmed in writing.
- 8) If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by the local Healthwatch Board or Steering Group and will be completed within **15 working days**.
- 9) If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by the Evolving Communities Chief Executive and will be completed within **15 working days**.
- 10) If you are not happy with the outcome, you will be able to appeal to the Evolving Communities Board of Directors. Once the appeal process has been completed the concern/complaint will be closed.
- 11) For concerns/complaints relating to local Healthwatch services provided by Evolving Communities, if you are still not satisfied you may take your concern/complaint to our commissioners, the Local Authority in the county in which the local Healthwatch is based. If you are not happy with their response, you may take your concern to the Local Government Ombudsman.

How to raise a concern or make a complaint about Evolving Communities work not relating to a local Healthwatch

- 1) 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 early stage may allow the issue to be successfully resolved.
- 2) If at this stage your concern or complaint is not resolved to your satisfaction, then you should notify us by email, letter or via a telephone conversation with a member of staff.
- 3) If raising a concern or making a complaint in writing, you should include the following details:
 - Your name and contact details
 - Who or what has caused the concern(s)
 - When and where the event(s) happened (if applicable)
 - Any other relevant information.

Alternatively, you can complete our complaints form (see appendix 1).

- 4) The complaint/concern should be directed to the Chief Executive of Evolving Communities. Complaints about the Chief Executive or a board member should be directed to the Chair of the Board. Complaints about the Chair of the Board should be directed to the Chief Executive.

- 5) Evolving Communities will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within **three working days**. All concerns and complaints will be treated in a confidential and sensitive manner.
- 6) Attempts to resolve the concern/complaint will be completed within **15 working days** of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you. The final outcome will be confirmed in writing.
- 7) If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by Evolving Communities Board members who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.

Having a representative or a spokesperson

You can ask someone to help you make a complaint, write a letter or fill in the complaints form. This person is your representative or spokesperson. This could be a carer, family member or friend. It could be a person who works for a different organisation such as an advice service, a lawyer, a councillor or an MP. You will need to sign the complaints form or letter to say that you fully agree with and support what your representative has said.

Contact details

Evolving Communities contact details

Postal address: Evolving Communities, Unit 2 Hampton Park West, Melksham, SN12 6LH.
Email: info@evolvingcommunities.co.uk
Telephone: 01225 701851

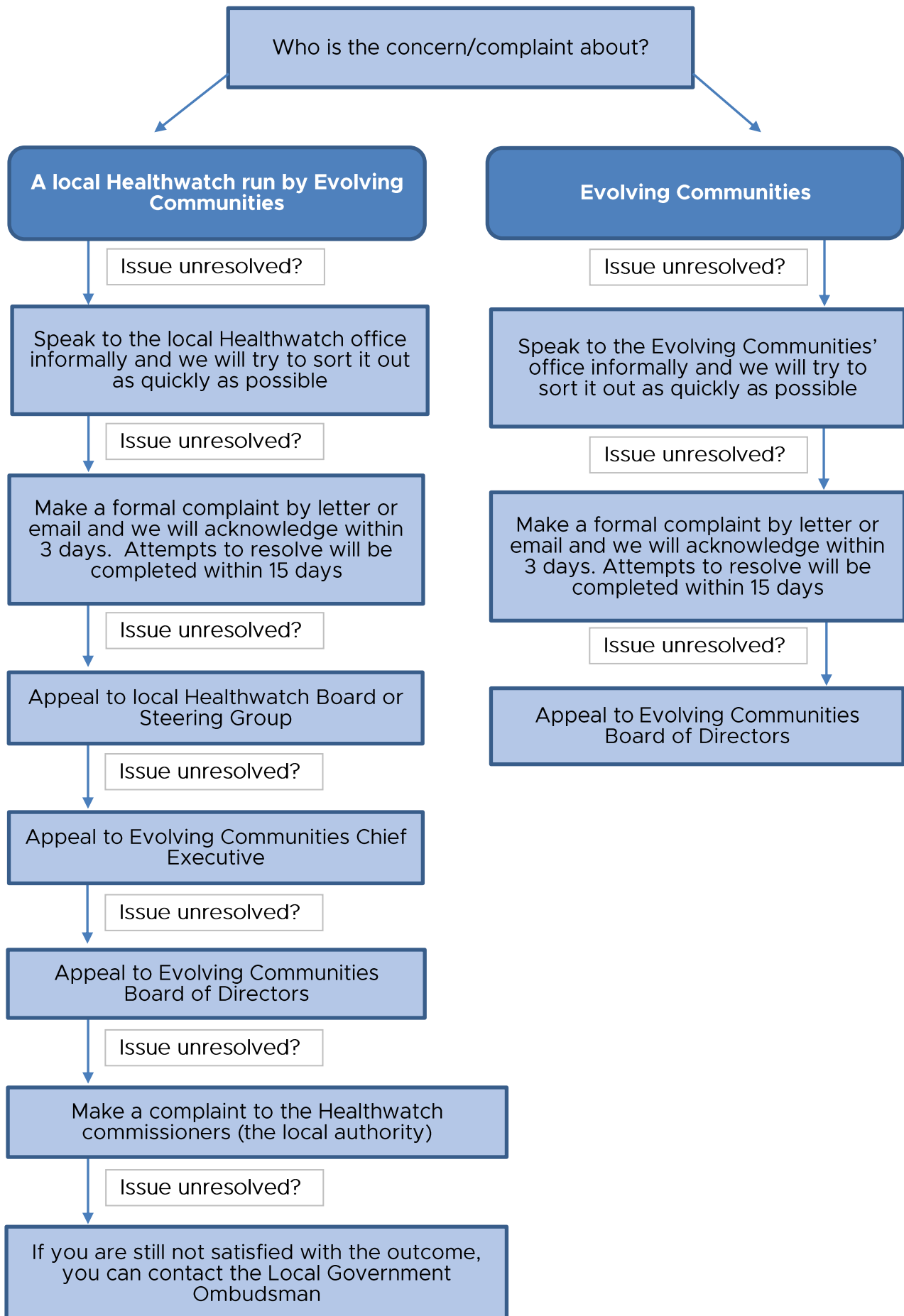
Healthwatch Gloucestershire contact details

Postal address: Healthwatch Gloucestershire, 13 Wheatstone Court, Davy Way, Waterwells Business Park, Quedgeley, GLOUCESTER GL2 2AQ
Email: info@healthwatchgloucestershire.co.uk
Telephone: 01452 504989 or 0800 652 5193 (freephone)

Making a complaint to The Local Government Ombudsman

Postal address: The Local Government Ombudsman, PO Box 4771 Coventry, CV4 0EH
Telephone: 0300 061 0614
Website: <https://www.lgo.org.uk/make-a-complaint>

Evolving Communities Complaints Flow Chart



Appendix 1: Your complaint

Please describe what you are complaining about.

To help us investigate the complaint please:

- 1) Give details such as the date, time, place, witnesses and names of people and other agencies involved. Keep this concise and brief.
- 2) Make a list of the points you want answers to.
- 3) What do you want the local Healthwatch to do to resolve your complaint?
For example:
 - I want an apology
 - I want to know what actions are being taken to prevent this from happening to someone else

Your details

Name

Address

..... Postcode

Mobile number Other phone number

Email

**Do not complete this part of the form.
This is for the local Healthwatch/Evolving Communities.**

Name of person recording complaint

Position.....

Signature.....

Date complaint received

Acknowledgment letter to be sent by (within 3 working days of receipt)

Full reply to be sent by (within 15 working days of receipt)

Investigating officer