



How to make a complaint to  
Healthwatch Sunderland

# How to make a complaint to Healthwatch Sunderland



## Why do we have this policy?

We welcome feedback like concerns or complaints. We see this as a way to learn and get better.



Healthwatch Sunderland wants to hear your views on our work and the way we do things.



Individual people and organisations have a right to tell us these things.



Anyone who is not happy with the service we have given can make a complaint under this policy.



If you are unhappy with the service of Healthwatch Sunderland you can make a complaint.

# How to make a complaint



The first thing you need to do is contact us. You can:

Phone us on:  
(0191) 514714



Send an email to:

[healthwatchsunderland@pcp.uk](mailto:healthwatchsunderland@pcp.uk)



Or write to:

Healthwatch Sunderland  
The Co-op Centre  
Whitehouse Road  
Hendon  
Sunderland  
SR2 8AH



We will try and sort the complaint out straight away.



If you are still unhappy ask to speak to the manager who will:



Contact you within 3 days of getting your complaint



Look into why you are unhappy and how they can help you.



Try and find an answer to your complaint within 21 days.



If you are still unhappy you can appeal. This means your concern or complaint will be looked at by someone else higher up in the organisation.



Your concern or complaint will be given to the Healthwatch Sunderland Board members who have not seen your complaint before.



These Board members will decide if your concern or complaint was looked at fairly.



Their decision will be shared with you.



If you are still not happy you can contact Sunderland City Council with your concern or complaint.



You can contact them by;

Telephone:  
(0191) 561 1078



Email:

[complaints.adults@sunderland.gov.uk](mailto:complaints.adults@sunderland.gov.uk)



Write:

Complaint and Feedback Team  
City Hall  
Plater Way  
Sunderland  
SR1 3AA





You may also take your concern or complaint to another organisation.



They are called the Parliamentary and Health Service Ombudsman who make final decisions on complaints.



This is a free service



You can contact them by:

Phone:  
0345 015 4033



Email:  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)