

Healthwatch Sunderland Complaints Policy

Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service received by Healthwatch Sunderland can make a complaint under Healthwatch Sunderland's complaints 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 Sunderland City Council complaints procedure.

We will review this policy on a regular basis.

Date: 11th November 2019

How to raise a concern or make a complaint about Healthwatch Sunderland

- 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 enable the issue to be successfully resolved. You can discuss with any member of the team, or contact us via:
 - a. Telephone: 0191 514 7145
 - b. Email: healthwatchesunderland@pcp.uk.net
 - c. Letter: Hope Street Xchange, 1-3 Hind Street, Sunderland. SR1 1QD

- 2) If the concern or complaint is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation with a member of staff.
- 3) Healthwatch Sunderland will acknowledge the concern or complaint in writing (or in the complainants preferred method of communication) within 3 working days.
- 4) Attempts to resolve the concern or complaint will be completed within 15 working days of establishing the nature of the concern or complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.
- 5) The Lead Officer of Healthwatch Sunderland will review all concerns and complaints. If you are not happy with the outcome you will be able to appeal. The concern or complaint will then be reviewed by Healthwatch Sunderland Board Members who have not previously been involved in the matter. Once the appeal process has been completed, the concern or complaint will be closed.
- 6) If you are still not satisfied you can take your concern or complaint to Sunderland City Council who can be contacted in the following ways:
 - a. Telephone: 0191 561 1078 (or 0191 520 5552 if you call outside of normal office hours).
 - b. Email: complaints.adults@sunderland.gov.uk
 - c. Write: Complaint and Feedback Team, Civic Centre, Burdon Road, Sunderland, SR2 7DN

You may also subsequently take your concern or complaint to the Local Government Ombudsman who can be contacted in the following ways:

- a) Via website: lgo.org.uk
- b) Telephone: 0300 061 0614