

## Healthwatch Worcestershire (HWW) Concerns / Complaints Policy

Please note that this Policy refers to concerns or complaints relating to services provided by HWW and its' directors and staff. For concerns relating to HWW's corporate decision making please refer to the "[Relevant Decision Making Policy](#)".

### **Who can raise a concern or complaint?**

Individuals and organisations have the right to express their views about HWW's performance and the manner in which it discharges its responsibilities.

Anyone adversely affected by the way in which HWW has carried out its functions may express their concerns or make a complaint under this Policy.

We take all concerns and complaints seriously and will make every effort to resolve the matter as quickly as possible. We will use the information provided to improve our services and processes where appropriate in accordance with our Quality Management System.

Only representations made in accordance with this Policy will be considered under this procedure.

### **Please note - Contacting us by telephone:**

Our telephones are usually unmanned. Please leave your name, contact details and a short message and we will get back to you within 5 working days.

### **How to raise a concern or make a complaint about HWW**

1. In the first instance we would encourage the complainant to raise their concern regarding our service informally. Providing information or correcting misunderstandings or misconceptions at this stage may enable the issue to be quickly and effectively resolved. The complainant should contact the Managing Director by calling 01386 550264, or emailing [Simonadams@healthwatchworcestershire.co.uk](mailto:Simonadams@healthwatchworcestershire.co.uk).
2. If the concern is not resolved to the complainant's satisfaction, they should make a formal complaint to the Managing Director via:
  - email - [Simonadams@healthwatchworcestershire.co.uk](mailto:Simonadams@healthwatchworcestershire.co.uk), or
  - by post - Simon Adams, Healthwatch Worcestershire, Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT.
3. HWW will acknowledge receipt of the concern/complaint in writing by email or post (or in their preferred method of communication, if specified otherwise) within 5 working days.
4. Attempts to resolve the concern/complaint will be completed within 20 working days of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with the complainant.

5. The Managing Director (MD) of HWW will review all concerns/complaints, unless the matter refers to the MD (see paragraph 6).
6. Any concern/complaint relating to the Managing Director or member of the Board of HWW should be raised with the Chair:

Jo Ringshall, Chair, Healthwatch Worcestershire,  
Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT. Tel 07484 922857  
[joringshall@healthwatchworcestershire.co.uk](mailto:joringshall@healthwatchworcestershire.co.uk)

7. Concern/complaints relating to the Chair should be raised with the Managing Director who will liaise with the other Board Directors:

Simon Adams, Managing Director, Healthwatch Worcestershire,  
Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT Tel: 01386 550264  
[Simonadams@healthwatchworcestershire.co.uk](mailto:Simonadams@healthwatchworcestershire.co.uk)

8. We will not normally investigate anonymous complaints. However, the Managing Director or Chair, if appropriate, will determine whether the complaint warrants an investigation.
9. Under the terms of our contract with Worcestershire County Council, we will provide them with details of any concerns / complaints about our service and our response if / when requested to do so.
10. Concerns / Complaints will be reviewed periodically as part of our Continual Improvement processes (under our ISO9001 accreditation).

### **Resolving concerns / complaints**

As appropriate, we will note whether the concern / complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation of our role and why we acted in the way we did,
- an acknowledgement that the situation could have been handled differently or better,
- an assurance that we will do our best to ensure that the adverse outcome identified in the matter raised will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made,
- an undertaking to review policies / procedures in light of an outcome that supports aspects of the concern / complaint,
- an apology, where appropriate.

If the complainant is not satisfied that their concerns have been fully addressed, ~~you~~ they will be able to raise your issues with the Chair.

This should be in writing by email or post to:  
 Jo Ringshall, Chair, Healthwatch Worcestershire,  
 Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT.  
[joringshall@healthwatchworcestershire.co.uk](mailto:joringshall@healthwatchworcestershire.co.uk)

The matter will then be reviewed by HWW Board members who have not previously been involved. Once this part of the process has been completed the complainant will be informed of the outcome, we will then consider the matter to be closed.

### Document Details & Version Control

Version	Comments /Reason for Amendments	Lead Director	Author / Editor	Date	Review by
1	Approved	JT		05/09/14	
2	Reviewed	JT		01/12/17	
3	Reviewed	JT		08/04/21	01/04/22
3.1	Various amendments	JT	PH	12/03/24	
3.2	Various amendments	JT	PH	14/03/24	
3.3	Amendments agreed at CBM 18.3.24	JT	PH	19/03/24	
3.4	Further amendments following input from SA and JT	JT	PH	30/05/24	
3.5	Further amendments suggested by SA	JT	PH	14/06/24	
3.6	Further amendments suggested by JT	JT	PH	18/06/24	
3.7	Further amendments discussed SA / PH	JT	PH	24/07/24	
4.0	Approved at CBM	JT	PH	12/08/24	11/08/27
4.1	Further amendments	JT	PH	28/10/24	
5.0	Approved at CBM	JT	PH	21/11/24	11/27