

## Healthwatch Lambeth Complaints Policy

### Purpose of this document

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

Anyone who is dissatisfied with any aspect of the service received Healthwatch Lambeth can make a complaint under Healthwatch Lambeth 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 the London Borough of Lambeth complaints procedure.

We will review this policy on a regular basis.

**Date: November 2013 (currently under review)**

## How to raise a concern or make a complaint Healthwatch Lambeth

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.

[Contact us here](#)

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 addressed to the Chief Executive.

3) Healthwatch Lambeth's Chief Executive will acknowledge your concern or complaint in writing (or in the complainant's 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/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you.

5) The Chair of Healthwatch Lambeth will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal in writing to the Chair. Your concern or complaint will then be reviewed by Healthwatch Lambeth 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.