



Healthwatch Sheffield Complaints Policy

Complaints Policy

Purpose of this document

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

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

We will review this policy on a regular basis.

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

- 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.
- 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 or a volunteer.

3) Healthwatch Sheffield 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 20 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 Chief Officer of Healthwatch Sheffield will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern or complaint will then be reviewed by Board members from Voluntary Action Sheffield (Healthwatch Sheffield's host organisation) 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 Sheffield City Council, who commissions our service.

Sheffield City Council can be contacted in the following ways:

By phone: 0114 273 4567

Online: <https://www.sheffield.gov.uk/home>

By post: Sheffield City Council, Town Hall, Pinstone Street, Sheffield, S1 2HH