

Complaints Policy

Introduction

Healthwatch Oxfordshire is committed to providing a high quality service to everyone we deal with. However, we may not always get it right and you may want to share a concern or raise a complaint with us. Please note for the purposes of this policy we will treat concerns and complaints in the same way.

We treat complaints as a valuable source of feedback enabling Healthwatch Oxfordshire to learn from its mistakes and improve the quality of its service. By welcoming complaints we believe they give us the opportunity to learn, adapt, improve and ultimately provide a better service.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users are taken seriously.

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 Oxfordshire County Councils' complaints procedure.

This procedure will be reviewed on a regular basis.

What you can expect from us

- To have your concern or complaint taken seriously
- To be treated fairly
- To be kept informed
- To have your complaint dealt with in accordance to the Complaints Procedure in force at the time of your complaint