

Complaints Procedure

- 1) In the first instance we would encourage you to raise a complaint or to provide feedback on our service informally. Providing information, correcting misunderstandings or misconceptions at this stage may enable the issue to be resolved more speedily.
- 2) If the complaint is not resolved to your satisfaction, then you should notify us:-
 - via email hello@healthwatchoxfordshire.co.uk
 - by telephone : 01865 520520
 - by letter to Healthwatch Oxfordshire, Jericho Farm, Worton, Witney, OX29 4SZ

If your complaint takes place over the telephone, we will also need it to be confirmed in writing to make sure we record your complaint accurately.
- 3) Healthwatch Oxfordshire will acknowledge your complaint in writing (or by your preferred method of communication) within 3 working days. We will advise you who will be dealing with your complaint and what will happen next.
- 4) We aim to resolve your complaint within 15 working days. If we are unable to do so, we will keep you informed and agree a new timeframe with you.
- 5) Any complaints about a member of the Healthwatch Board will be dealt with by the Chair of the Healthwatch Oxfordshire Board within the above timescale
- 6) If you are not happy with the outcome of your complaint you will be able to appeal to the Healthwatch Oxfordshire Complaints Appeals Panel within 10 working days of the outcome of your complaint being notified to you.
- 7) Healthwatch Oxfordshire will aim to resolve your complaint within 5 working days
- 8) The Appeals Panel decision is final and once the appeal process has been completed the complaint will closed.

- 9) If you are not satisfied with Healthwatch Oxfordshire’s response to your complaint you can raise your concerns with Oxfordshire County Council

- 10) The Chief Executive of Healthwatch Oxfordshire will review all complaints to enable the organisation to learn from concerns raised and identify any trends.

- 11) All complaints and outcomes will be reported to the Healthwatch Oxfordshire Board for quality and monitoring purposes, anything that identifies you will be removed.

- 12) Should you need help and support with voicing your concerns Healthwatch Oxfordshire will arrange for an independent advocate to support you

Policy agreed on	Next review date	Actual review date
20/03/2014	20/03/2015	