

## Healthwatch North and West Northamptonshire Complaints Policy

<b>Date approved by Connected Together Community Interest Company (CTCIC) Board</b>	Ratified by CIC Board 17/12/2024
<b>Author/Responsible Person</b>	Michelle Wright
<b>Next revision due</b>	December 2027
<b>Date updated policy sent to staff</b>	18/12/2024
<b>Staff/volunteer training delivered</b>	As part of induction and ongoing
This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch North and West Northamptonshire (HWNW).	
<b>Checked for rebranding</b>	Michelle Wright –11/10/2024
<b>Signed off by CEO</b>	Kate Holt –11/10/2024
<b>Approved by HWNW Manager</b>	Gabriella Van Beek–14/10/2024
<b>Approved by HWNW Advisory Board</b>	28 <sup>th</sup> October 2024

## Our policy

Individuals and organisations have the right to express their views about the performance of Healthwatch North and West Northamptonshire and the way in which it conducts its business. Healthwatch North and West Northamptonshire is delivered by Connected Together CIC (CTCIC). ([Home - Connected Together CIC](#))

Anyone who is dissatisfied with any aspect of the service received by Healthwatch North and West Northamptonshire can make a complaint.

We will treat both concerns and complaints in the same way. It is the policy of Healthwatch North and West Northamptonshire to:

- Listen carefully to your concern
- Be polite, and helpful and deal with your complaint fairly and efficiently
- Let you know how we are getting on with your complaint, admitting any mistakes made and putting matters right wherever possible
- Give the right of appeal against a decision made by the Healthwatch Manager
- Provide reasonable adjustments to the procedure set out below to empower those who need support in making a complaint, such as the right to be accompanied in any necessary meetings and providing accessible information formats
- Use your feedback to improve our service for all who need it.

Complaints we cannot deal with include but are not limited to:

1. Complaints or concerns about the NHS, should be dealt with through the NHS complaints procedure
2. Complaints about the provision of social care services

should be dealt with by North Northamptonshire Council and West Northamptonshire Council complaints procedure

Our team can signpost you to the correct organisation that is best placed to handle your complaint.

## Equality, diversity and inclusion

Healthwatch North and West Northamptonshire is committed to ensuring all complaints are handled free from any form of discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Healthwatch North and West Northamptonshire will monitor this policy in order to identify whether it is having an adverse impact on any group of individuals and act accordingly.

## Data protection

To help us handle your complaint we will keep a record of all the information we gather. All information held and processed shall be treated in confidence. Such information will be shared with representatives of Healthwatch North and West Northamptonshire only to the extent required to resolve the complaint in accordance with this policy and procedure.

If the details of a complaint are to be used for quality improvement or training purposes, express permission will be sought from the complainant and personal details will be anonymised from all information prior to it being used.

All personal information collected by Healthwatch North and West Northamptonshire shall be handled in accordance with the provisions of the General Data Protection Regulation (GDPR) as detailed in our Data Protection Policy.

## How we will handle your complaint

If you are not happy with the outcome at this stage, you will be able to appeal. Let us know within 20 days of receiving your written reply from us, and your concern or complaint will be passed to a member of the Connected Together CIC board who has not previously been involved with your complaint

## How to raise a concern or make a complaint about Healthwatch North and West Northamptonshire

Let us know if you need our complaints procedure in a different format such as Easy Read, largeprint, another language or any other format and we will make reasonable adjustments to support you in sharing your concern or complaint with us.

1. In the first instance we would encourage you to tell us as soon as possible if you are unhappy with our service so that we can understand your concerns and quickly try to put things right for you
2. Providing information or discussing misunderstandings and misconceptions at this early stage may enable your concern or complaint to be successfully resolved. You can discuss with any member of the team or contact us via telephone, email or letter (contact details in step 2 below)
3. If your concern or complaint is not resolved to your satisfaction, then you should notify Healthwatch North and West Northamptonshire members to enable an investigation to take place:
  - Telephone: 0300 002 0010 (Monday - Friday, 9 am-3 pm)
  - Email: [enquiries@healthwatchnorthamptonshire.co.uk](mailto:enquiries@healthwatchnorthamptonshire.co.uk)
  - Letter: Healthwatch North and West Northamptonshire, Moulton Park Business Centre, Redhouse Road, Northampton, NN3 6AQ
4. If your concern or complaint relates to the Healthwatch Manager, then you can notify the Chief Executive Officer Kate Holt, the contract holder for the Healthwatch North and West

Northamptonshire contract.

- o Telephone: [0300 002 0010](tel:03000020010)
- o Email: [Hello@connectedtogether.co.uk](mailto:Hello@connectedtogether.co.uk)
- o Letter: [Moulton Park Business Centre Redhouse Road, Northampton NN3 6AQ](#)

5. Your complaint/ concern will be acknowledged in writing (or in your preferred method of communication) within 7 days. They will contact you to acquire as much information as possible and explain how your concern or complaint will be handled.
6. The Chief Executive Officer of Connected Together CIC will review and arrange an investigation of all concerns and complaints. They will gather relevant information and carefully evaluate that information to decide on your complaint.

They will act to resolve your complaint within 15 working days and will advise you of the outcome in writing, explaining the decision and how it has been reached. If more than 15 working days are needed, you will be contacted and updated with progress and a new timescale agreed.

They will review the facts and consider all the evidence to decide if your appeal is upheld. They will share their findings and confirm their decision to you in writing within 20 working days. The concern or complaint will then be closed.

7. If you are still not satisfied you can take your concern or complaint to North Northamptonshire Council or West Northamptonshire Council, which can be contacted in the following ways:

**North Northampton Council**

- o Telephone: [0300 126 3000](tel:03001263000)
- o Email: [myfeedback@northnorthants.gov.uk](mailto:myfeedback@northnorthants.gov.uk)
- o Address: [Compliments, Comments and Complaints Team North Northamptonshire Council, Sheerness House, 41 Meadow Road, Kettering, NN16 8TL](#)

**West Northamptonshire Council**

- Telephone: 0300 126 7000
- Online contact us form: [Contact West Northamptonshire Council - Introduction - Online form \(achieveservice.com\)](#)
- Address: West Northamptonshire Council, The Guildhall, St Giles Square, Northampton, NN1 1DE

### Review of the policy document

The Board of Connected Together CIC will review the effectiveness of the complaints policy and procedures set out in this document every three years. Any amendments to this policy and the procedures governing complaints will require a simple majority of board members voting in favour.

The amended policy document will be published on the website of Healthwatch North and West Northamptonshire as soon as is practicable.