

Complaints Policy

1) Purpose and scope of this document

1.1 Individuals and organisations have the right to express their views about the performance of VOICE: local and Healthwatch Bolton and about the way the organisation conducts its business.

1.2 Anyone who is dissatisfied with any aspect of the service received by VOICE: Local or Healthwatch Bolton can raise a concern or make a complaint using this complaints policy.

1.3 We will treat both concerns and complaints in the same way.

1.4 This Policy does not cover:

- Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- Complaints about the provision of social care services which should be dealt with by Local authority complaints procedures.

2) How to raise a concern or make a complaint about VOICE: local or Healthwatch Bolton

2.1 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.

2.2 If the concern or complaint is not resolved to your satisfaction, then you should notify us via email or letter, detailing the nature of your complaint.

2.3 The Operations Manager will respond to the concern/complaint in writing within twenty working days. If the complaint requires investigations then you will be notified of this within five working days and a timeframe will be given concerning when you can expect a full response.

2.4 If you are not happy with the response to your complaint you may appeal. You must do this in writing.

2.5 Once we have received your letter requesting an appeal the matter will be reviewed by Trustee Board members who have not previously been involved.

2.6 A final response, detailing the findings of the appeal and any further steps will be sent to you within 25 working days.