



healthwatch
Milton Keynes

Policy Title: Complaints and Compliments

Date: March 2019



Policy Statement

Healthwatch Milton Keynes is the local independent consumer champion for Health and Social Care services.

Healthwatch Milton Keynes listens to what the public, patients, service users and carers have to say about health and social care issues. We amplify the collective voice of patients and the public to ensure that those who pay for and provide services listen to what they have to say. We hold service providers and commissioners to account for how they use the information we provide to shape, inform and influence service delivery and design.

This policy is designed to enable residents of Milton Keynes, and those who are resident outside of Milton Keynes but receive health or care within Milton Keynes, to tell us how well we are performing (**compliment**), where we might make improvements (**comments**) or where we may have not met expectations (**complaint**).

We value feedback as it enables our organisation to recognise our achievements, where we have helped people and made a positive impact, or where we need to improve our performance.

If you wish to pay us a compliment or comment, Healthwatch Milton Keynes will share it with the appropriate staff, volunteers or Board of Trustees as soon as possible.

If we receive a complaint we may need to investigate, and as a result make changes to the way we operate. If a problem has been identified this will be investigated as soon as possible in order to improve our service.

All compliments, comments or complaints are recorded for measurement, monitoring purposes and to identify trends. All complaints will be reported to the Board of Trustees.

How do I provide feedback?

You can contact us to make a complaint, or feedback a compliment or comment in the following ways:

- Healthwatch Milton Keynes telephone line on 01908 698800 and ask to speak to the Chief Executive Officer.
- Face to face - to a known member of staff.
- In writing - by letter to the Chief Executive Officer at the following address:

Healthwatch Milton Keynes, 113 Milton Keynes, Linford Wood, Milton Keynes, MK14 6GD

- Electronically - by email to:
maxine.taffetani@healthwatchmiltonkeynes.co.uk

What happens when I submit a compliment or comment?

All compliments received will be shared with the appropriate members of staff and/or volunteers and their managers. All compliments will also be reported to the Board of Trustees.

The experiences and views of anyone who comes into contact with Healthwatch Milton Keynes, has specifically used our signposting services, or has been involved in an active way as a volunteer, will be welcomed, listened to and where appropriate acted upon. All compliments and concerns will be recorded and acted upon to help us to continually improve our services and performance.

What happens when I submit a complaint?

If you wish to make a complaint about any aspect of Healthwatch Milton Keynes' service, staff or volunteers, you should contact the Chief Executive Officer.

If your complaint is about an individual and you would prefer to remain anonymous, we would work with you to protect your identity, whilst dealing with your concern. All complaints will be handled with discretion and confidentiality of any individuals making the complaint will be ensured. If there is any appropriate reason for breaking confidentiality, we will do so, only with the consent of the complainant.

Healthwatch Milton Keynes will acknowledge your concern within **five working days** of receipt. We will outline how we will deal with your concern, by identifying a person who will liaise with you. We would always seek to resolve the issue through discussion either by telephone or arranging to meet to find a satisfactory resolution.

As complaints differ in nature, arrangements for dealing with individual complaints will be explained, and agreed with the complainant at the outset, including:

- The Healthwatch Milton Keynes main contact for investigating the complaint, together with their contact details if this is not the Chief Executive Officer
- Explain the steps and process for investigating the complaint
- Identify any other staff or Trustees who need to be involved in the complaint investigation

- How and when the outcome of the complaint, and any improvements required by the organisation, will be reported to the Board of Trustees.
- Explain and agree what the expected timeframes are likely to be for you to receive a full response

Any changes or improvements to be implemented will be reported to you in a full response.

If you are uncomfortable about telling us your concerns personally, you may wish to ask a friend to represent you or accompany you to any meeting or, alternatively, you may wish to appoint an advocate via seAp Advocacy at:

Telephone: 0300 3435716

Email: MiltonKeynes@seap.org.uk

What happens if I am unhappy with the response to/ outcome of my complaint?

Should you be unhappy with the outcome of your complaint please let us know.

The Chief Executive Officer will, in consultation with the Chair of the Board of Trustees (or in their absence a nominated Trustee), investigate the circumstances leading to the complaint, the responses and actions already taken and respond as appropriate. The timescale will be agreed on an individual basis

If you are still unhappy with our response to your complaint following this process, you have the right to be heard by a review panel led by someone independent of the organisation. The person acting as the “independent person” will have relevant experience in the subject matter of the concern and be agreed by the person raising the concern and Healthwatch Milton Keynes. Two members of the review panel will be Trustees of Healthwatch Milton Keynes

What if my complaint relates to the performance, conduct or activities of the Board of Trustees?

If you are not happy with how the charity deals with your complaint you can contact the relevant regulator.

Gov.uk provides advice for people who wish to make complaints about the conduct of Charities. You can find this information by visiting: <https://www.gov.uk/complain-about-charity>

