

## Complaints Policy and Procedure

Individuals and organisations have the right to express their views about the performance of Evolving Communities and the way in which it conducts its business.

Anyone who is dissatisfied with any aspect of the service provided by Evolving Communities can make a complaint under the Evolving Communities complaints policy and procedure.

We will treat both concerns and complaints in the same way. 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 services which should be dealt with by the relevant Local Authority or by the provider of the service.

We will review this policy on an annual basis.

### **How to raise a concern or make a complaint about a local Healthwatch or Maternity and Neonatal Voices Partnership (MNVP) service provided by Evolving Communities**

- 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 allow the issue to be successfully resolved.
- 2) If at this stage your concern or complaint is not resolved to your satisfaction, then you should notify us by email, letter or via a telephone conversation with a member of staff.
- 3) If raising a concern or making a complaint in writing, you should include the following details:
  - Your name and contact details
  - Who or what has caused the concern(s)
  - When and where the event(s) happened (if applicable)
  - Any other relevant information.

Alternatively, you can complete our complaints form (see page 5).

- 4) The complaint/concern should be directed to the manager of the local Healthwatch or MNVP service. Complaints about the manager of the local Healthwatch or MNVP service should be directed to the Chief Executive.
- 5) Complaints about a member of the local Healthwatch Board/Panel should be directed to the manager of the local Healthwatch service.

- 6) The local Healthwatch or MNVP will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within **three working days**. All concerns and complaints will be treated in a confidential and sensitive manner.
- 7) The local Healthwatch or MNVP manager will attempt to resolve the concern/complaint within **15 working days** of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you. The final outcome will be confirmed in writing.
- 8) If you are not happy with the outcome you can appeal. The concern/complaint will then be reviewed by the Local Healthwatch Board/Panel for Healthwatch complaints, or by the Evolving Communities Chief Operating Officer regarding an MNVP complaint and will be completed within **15 working days**.
- 9) If you are not happy with the outcome you can appeal again. The concern/complaint will then be reviewed by the Evolving Communities Chief Executive and will be completed within **15 working days**.
- 10) If you are not happy with that outcome, you will be able to appeal to the Evolving Communities Board of Directors. Once the appeal process has been completed the concern/complaint will be closed.
- 11) For concerns/complaints relating to local Healthwatch or MNVP services provided by Evolving Communities, if you are still not satisfied you may take your concern/complaint to our commissioners, the Local Authority in the county in which the local Healthwatch is based, or the NHS ICB in which the MNVP is based. If you are not happy with their response, you may take your concern to the relevant Ombudsman. Details below.

### **How to raise a concern or make a complaint about Evolving Communities work not relating to a local Healthwatch or MNVP service**

- 1) In the first instance we would encourage you to raise a concern, complaint or to provide feedback on our service informally. Providing information or correcting misunderstandings or misconceptions at this early stage may allow the issue to be successfully resolved.
- 2) If at this stage your concern/complaint is not resolved to your satisfaction, then you should notify us by email, letter or via a telephone conversation with a member of staff.
- 3) If you raise a concern or make a complaint in writing, you should include the following details:
  - Your name and contact details
  - Who or what has caused the concern(s)

- When and where the event(s) happened (if applicable)
- Any other relevant information.

Alternatively, you can complete our complaints form (see Appendix 1).

- 4) The complaint/concern should be directed to the Chief Executive of Evolving Communities. Any complaint about the Chief Executive or a board director should be made with the Chair of Directors, and a complaint about the Chair of Directors should be made with the Chief Executive.
- 5) Evolving Communities will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within **three working days**. All concerns and complaints will be treated in a confidential and sensitive manner.
- 6) Attempts to resolve the concern/complaint will be completed within **15 working days** of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with you. The final outcome will be confirmed in writing.
- 7) If you are not happy with the outcome you can appeal. The concern/complaint will then be reviewed by Evolving Communities Board of Directors who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.

### Having a representative or a spokesperson

You can ask someone to help you make a complaint, write a letter or fill in the complaints form. This person is your representative or spokesperson. This could be a carer, family member or friend. It could be a person who works for a different organisation such as an advice service, a lawyer, a councillor or an MP. You will need to sign the complaints form or letter to say that you fully agree with and support what your representative has said.

### Evolving Communities contact details

Evolving Communities, Unit 2 Hampton Park West, Melksham, SN12 6LH

Email [info@evolvingcommunities.co.uk](mailto:info@evolvingcommunities.co.uk) or phone 01225 701851

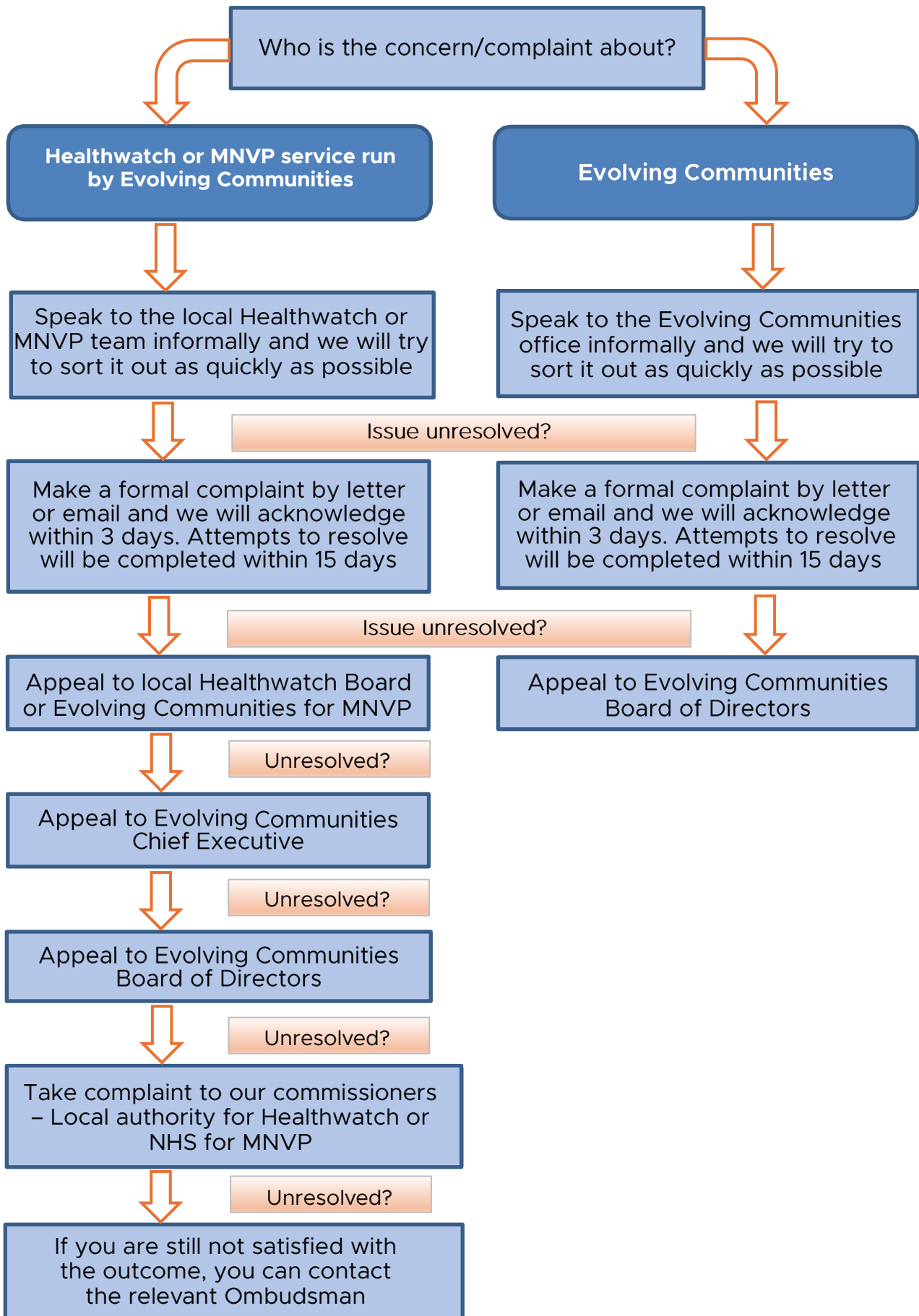
### Making a complaint to the Local Government and Social Care Ombudsman

For more information go to the [website](#) or phone 0300 061 0614

### Making a complaint to The Parliamentary and Health Service Ombudsman

For more information go to the [website](#) or phone 0345 015 4033

## Complaint Flow Chart



## Your complaint

To help us investigate, please describe your concern or what you are complaining about

1. Give details such as the date, time, place, witnesses and names of people and other agencies involved. Keep this concise and brief.
2. Make a list of the points you want answers to.
3. What do you want the local Healthwatch or MNVP service or Evolving Communities to do to resolve your complaint? For example:
  - I want an apology
  - I want to know what actions are being taken to prevent this from happening to someone else

**Your details**

Name .....

Address .....

..... Postcode .....

Mobile number ..... Alternative contact phone number .....

Email address .....

**For office use only**

This is for the local Healthwatch/MNVP service/Evolving Communities.

Name of person recording the complaint: .....

Position: ..... Signature .....

Date complaint received: .....

Acknowledgement letter to be sent by: ..... (within 3 working days of receipt)

Full reply to be sent by: ..... (within 15 working days of receipt)

Investigating officer .....

Reviewed February 2025