

Healthwatch Portsmouth Complaints Process

We aim to give the best service possible to anyone who is in contact with us. Sometimes things go wrong, and you may feel justified in making a complaint about the service you received from Healthwatch Portsmouth. If this is the case for you, please take note of the process below that we use when dealing with complaints.

Please also be aware that we have a Staff Code of Conduct and a Customer Service Standard document when making your complaint, as they outline how we try to work with our customers. Please see separate documents on our website.

Please note this is the process to follow for complaints about Healthwatch Portsmouth. For information about making a complaint about Healthwatch England or the NHS please refer to the following:

Healthwatch England: www.healthwatch.co.uk/contact-us

NHS Complaints: this is now handled locally by the Integrated Care Board for each NHS Integrated Care System. For Hampshire and Isle of Wight please visit this website page [Patient experience and complaints :: NHS Hampshire and Isle of Wight \(hantsiowhealthandcare.org.uk\)](http://Patient%20experience%20and%20complaints%20::%20NHS%20Hampshire%20and%20Isle%20of%20Wight%20(hantsiowhealthandcare.org.uk))

To contact the Hampshire and Isle of Wight Integrated Care Board use these contact details: hiowicb-hsi.patientexperience@nhs.net or phone 0300 561 2561

What is our process?

In the first instance, we would invite you to talk to the person involved in your concern as that is usually the best way to deal with the situation. If you are not satisfied with that, then you can make a formal complaint to the Healthwatch Manager. Because of the small size of Healthwatch Portsmouth, if your complaint relates to the Healthwatch Manager you can contact the Chief Executive Officer (CEO) of The Advocacy People (they host the Healthwatch team) who will deal with the complaint. Please make that clear in your submission but please still submit the complaint to the address below.

Stage 1

We would prefer that you make your complaint in writing (by letter or email) to the Healthwatch manager at either of the following:

Healthwatch Portsmouth Manager
Healthwatch Portsmouth
The Bradbury Centre
16 – 18 Kingston Road, Portsmouth PO1 5RZ

Healthwatch Portsmouth Manager
info@healthwatchportsmouth.co.uk

Alternatively, you can make your complaint in person by phoning 07713 196 798 to speak with the Healthwatch Portsmouth Manager.

We will let you know we have received your complaint within 3 working days of receiving it. We will then respond to you within 14 working days of the receipt of your complaint, telling you what we will do about it and giving our response. If we need more time to fully investigate the issue, we will let you know that within 14 days of receiving your complaint and we will let you know when you should expect to hear from us.

What complaints do we deal with?

We will deal with any complaints relating to the work, staff, and levels of service of Healthwatch Portsmouth. As part of our co-commissioned work, we offer independent support for people wanting to make a complaint about NHS care, but we do not work on behalf of the NHS.

What to include in your complaint

- A clear detailed description of what your complaint is about.
- Copies of letters or emails relating to the complaint.
- Your contact details so we can get back to you.

Other things to consider

- Please note that all complaints submitted must be within 1 calendar year of the issue being referred to.
- If you have any problems or questions about the complaints process, please contact us at the address or phone number below.
- If you need independent help to make a complaint, please contact us to talk through how we can support you and who you can speak to.

Stage 2

If you are not happy with our response to you, you will need to raise the complaint with our Healthwatch Portsmouth contract provider organisation.

They can be contacted at

The Director of Operations
The Advocacy People
PO Box 375
HASTINGS TN34 9HU

Or email: info@theadvocacypeople.org.uk

Or phone: 0330 440 9000

Please include all correspondence relating to the complaint in your submission to the council. They will respond to you in accordance with their own complaints policy, a copy of which is available on request.

Stage 3

If you are not happy with the response provided by our Healthwatch service provider organisation you can raise your complaint with our Healthwatch Portsmouth contract commissioner.

They can be contacted at

Healthwatch Contract Manager
Portsmouth City Council
Civic Offices
Guildhall Walk
Portsmouth
P01 2AL

Please include all correspondence relating to the complaint in your submission to the council. They will respond to you in accordance with their own complaints policy which can be found at: www.portsmouth.gov.uk/services/council-and-democracy/your-say/complaints/

This policy was reviewed in April 2024.