

## ECS Complaints Policy and Procedure

### Introduction and purpose

Engaging Communities Solutions CIC (ECS) always aims to provide the best possible service to its clients. However, we recognise that sometimes, things can go wrong, and we welcome all feedback and endeavour to deal with all concerns and complaints as quickly and comprehensively as possible.

Individuals and organisations have the right to express their views about the performance of ECS and the way in which it conducts its business. Anyone who is dissatisfied with any aspect of the service provided by ECS can make a complaint under the ECS complaints policy and procedure.

Your continued goodwill is greatly valued by us, and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by any person who use the Company's services, where informal communication has not resolved the problem.

### How to raise a concern or make a complaint about a local Healthwatch provided by ECS

- 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 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 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.
- 4) The concern should be directed to the Manager of the local Healthwatch service. Complaints about the Manager of the local Healthwatch service should be directed to the ECS Managing Director. ([elizabeth.learoyd@weareecs.co.uk](mailto:elizabeth.learoyd@weareecs.co.uk))
- 5) Complaints about a member of the local Healthwatch Advisory Board or a volunteer should be directed to the Manager of the local Healthwatch service.
- 6) The local Healthwatch will acknowledge the 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 Manager will attempt to resolve the concern/complaint within 15 working days of establishing the nature of the 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 will be able to appeal. The complaint will then be reviewed by the ECS Managing Director and will be completed within 15 working days.
- 9) If you are not happy with the outcome you will be able to appeal. The complaint will then be reviewed by the ECS Board of Directors and will be completed within 15 working days.
- 10) Once the appeal process has been completed the complaint will be closed.
- 11) For complaints relating to local Healthwatch services provided by ECS, if you are still not satisfied you may take your concern/complaint to our commissioners, the Local Authority in the county/city/borough in which the local Healthwatch is based. If you are not happy with their response, you may take your concern to the Local Government Ombudsman.

### **How to raise a concern or make a complaint about ECS work not relating to a local Healthwatch**

- 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.
- 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.
- 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. The complaint should be directed to the Managing Director of ECS ([elizabeth.learoyd@weareecs.co.uk](mailto:elizabeth.learoyd@weareecs.co.uk)).
- Complaints about the Managing Director or a Board member of ECS should be addressed to the Chair of the board, Robin Morrison ([robin.morrison@weareecs.co.uk](mailto:robin.morrison@weareecs.co.uk)).
- Complaints about the Chair of the Board should be directed to the Managing Director.
- ECS will acknowledge the complaint in writing (or in the complainants preferred method of communication) within three working days. All complaints will be treated in a confidential and sensitive manner.
- Attempts to resolve the complaint will be completed within 15 working days of establishing the nature of the complaint. Exceptionally, if further time is needed, where possible this will be agreed with you. The final outcome will be confirmed in writing.
- If you are not happy with the outcome you will be able to appeal. The complaint will then be reviewed by ECS Board members who have not previously been involved in the matter. Once the appeal process has been completed the complaint will be closed.

### **Having a representative or a spokesperson**

You can ask someone to help you make a complaint. 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.

**Please note, 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.

**How to contact us**

**ECS Head Office:**

Meeting Point House  
Southwater Way  
Telford  
TF3 4HS

**Email:** [contactus@weareecs.co.uk](mailto:contactus@weareecs.co.uk) **Telephone:** 0800 470 1518

**ECS delivers the following Healthwatch contracts:**

**1) Healthwatch Bedford Borough**

21-23 Gadsby Street  
Bedford  
MK40 3HP

**Email:** [enquiries@healthwatchbedfordborough.co.uk](mailto:enquiries@healthwatchbedfordborough.co.uk) **Telephone:** 01234 638678

**2) Healthwatch Halton**

A.R.T. Centre  
Tan House Lane  
Widnes  
WA8 ORR

**Email:** [contactus@healthwatchhalton.co.uk](mailto:contactus@healthwatchhalton.co.uk) **Telephone:** 0300 777 654

**3) Healthwatch Sandwell**

Walker Grange  
Central Avenue  
Tipton  
DY4 9RY

**Email:** [info@healthwatchesandwell.co.uk](mailto:info@healthwatchesandwell.co.uk) **Telephone:** 0121 569 7211

Engaging Communities Solutions (ECS)  
Meeting Point House  
Southwater Way  
Telford  
TF3 4HS



**4) Healthwatch Stoke-on-Trent**

Commerce House  
Festival Park  
Stoke-on-Trent  
Staffordshire  
ST1 5BE

**Email:** [info@healthwatchstoke.co.uk](mailto:info@healthwatchstoke.co.uk) **Telephone:** 03303 130247

**5) Healthwatch Telford & Wrekin**

Meeting Point House  
Southwater Way  
Telford  
TF3 4HS

**Email:** [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk) **Telephone:** 01952 739540

**6) Healthwatch Warrington**

The Gateway  
85-101 Sankey Street  
Warrington  
WA1 1SR

**Email:** [contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk) **Telephone:** 01925 246 893

**7) Healthwatch Walsall**

Blakenall Village Centre  
79 Thames Road  
Walsall  
WS3 1LZ

**Email:** [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk) **Telephone:** 0800 470 1660

**Unreasonably Persistent Complaints**

The Company endeavours to provide a full and comprehensive response to all complaints received in accordance with this policy. However, there are occasions where certain complainants make continued and unreasonable complaints. In these circumstances, the Company's Unreasonable and Persistent Complaints Policy will be invoked.