

**Volunteers: Complaints Policy**

Version Number	2
Date of Equality Impact Assessment	17/12/15
Date approved by HWWB Board	
Author	Jo Karasinski
Date Implemented	
Last revised	18/07/2018
Next revision due	18/07/2020
Volunteer Training delivered	As per Volunteer training timetable
<p>The policy on the HWWB website is the only policy that is updated. Please note that it is the individual HWWB staff, board member or volunteer to ensure that they are reading the most current version of this policy. This can be done by checking the version number shown above against the version number of the policy filed here: <a href="http://www.healthwatchwestberks.org.uk">www.healthwatchwestberks.org.uk</a></p> <p><b><u>If required this policy can be supplied in different formats</u></b>  <b>Tel: 01635 886 210 or email: <a href="mailto:contact@healthwatchwestberks.org.uk">contact@healthwatchwestberks.org.uk</a></b></p> <p><b><u>All personal data collected in relation to this policy will be held in accordance with Data Protection Legislation.</u></b></p>	

**Responsibilities**

**1 HWWB Board**

Have overall responsibility for volunteers within HWWB

**2 HWWB Chief Officer (CO)**

HWWB Board have delegated to the HWWB CO the responsibility for developing policies and procedures for volunteering at HWWB and to ensure these are implemented effectively.

### 3 HWWB Staff and volunteers

All HWWB staff and volunteers are required to read and implement the volunteer policies and procedures.

## Volunteers: Complaints Policy

### 1. Purpose

Individuals and organisations have the right to express their views about the performance of Healthwatch West Berkshire (HWWB) and the way in which it conducts its business. Anyone who is dissatisfied with any aspects of the service received by Healthwatch West Berkshire can make a complaint under this policy. We will treat both concerns and complaints in the same way.

#### 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 West Berkshire Council complaints procedure

### 2. Definition of a complaint

- any expression of dissatisfaction regarding any aspect of the service or activities of the Healthwatch should be regarded as a complaint
- a complaint does not have to be written, it may be made in person, over the phone or by e-mail

### 3. Volunteers

- in the course of their volunteering roles, volunteers should not be expected to deal with either informal or formal complaints. If a service user (an individual or a group) speaks to a volunteer with a comment or complaint **about the service received or the activities of HWWB** the volunteer should direct them to the HWWB staff team
- volunteers should acknowledge the complaint or concern and take it seriously, but recognise that responsibility for dealing with complaints lies with members of staff

### 4. HWWB - Concerns/Complaints procedure

For your information we have included below the HWWB procedure for dealing with concerns and complaints

- in the first instance we encourage anyone with a concern, or complaint, or to provide feedback on our service to do so informally. Providing information or correcting misunderstandings or misconceptions at this early stage may enable the issue to be successfully resolved.
  
- if the concern or complaint is not resolved, then:
  - HWWB should be notified via email, letter or via a telephone conversation with a member of staff.
  - HWWB will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 3 working days.
  - 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 the complainant
  - The Chief Officer of HWWB will review all concerns/complaints.
  - If complainants are not happy with the outcome they will be able to appeal to board members, seAp directors not associated with HWWB.
  - The concern/complaint will then be reviewed by HWWB Board members who have not previously been involved in the matter.
  - Once the appeal process has been completed the concern/complaint will be closed.

## Equality Impact Assessment Form

Screening determines whether the policy has any relevance for equality, i.e. is there any impact on one or more of the protected characteristics as defined by the Equality Act 2010. These are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or belief (including lack of belief)
- Sex
- Sexual Orientation

1 Name of policy/procedure being assessed:	HWWB - Policies - Volunteers - Complaints
2. Is this a new or existing policy/procedure?	New
3. What is the function of the policy/procedure?	To guide board members and volunteers on the procedures HWWB has in place to deal with concerns/complaints
4. What is it trying to achieve and why?	Ensure volunteer understand HWWB system for dealing with concerns/complaints
5. Who is intended to benefit and how?	Volunteers - understand their role
6 Is there any potential for differential impact (negative or positive) on any of the protected characteristics?	No
7. Is there any possibility of discriminating unlawfully, directly or indirectly, against people from any protected characteristic?	No
8. Could there be an effect on relations between certain groups?	No
9. Does the policy explicitly involve or focus on a particular equalities group i.e. because they have particular needs?	No

Signed -  
Signature: Jo Karasinski  
Name: JO KARASINSKI  
Position: Development Officer  
Date: 17/12/15