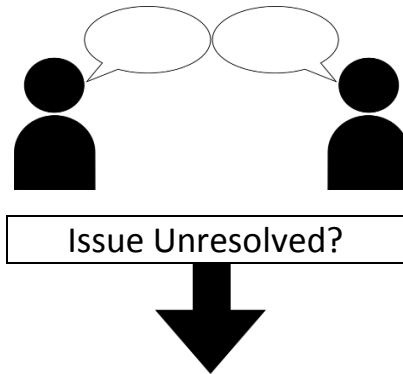
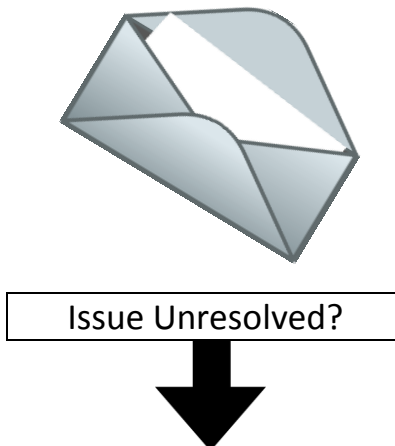


Healthwatch County Durham Complaints Flow Chart

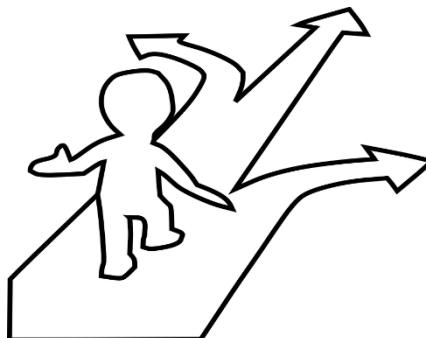
1. Speak to Healthwatch County Durham informally and we will try to sort out any concerns you have as quickly as possible.

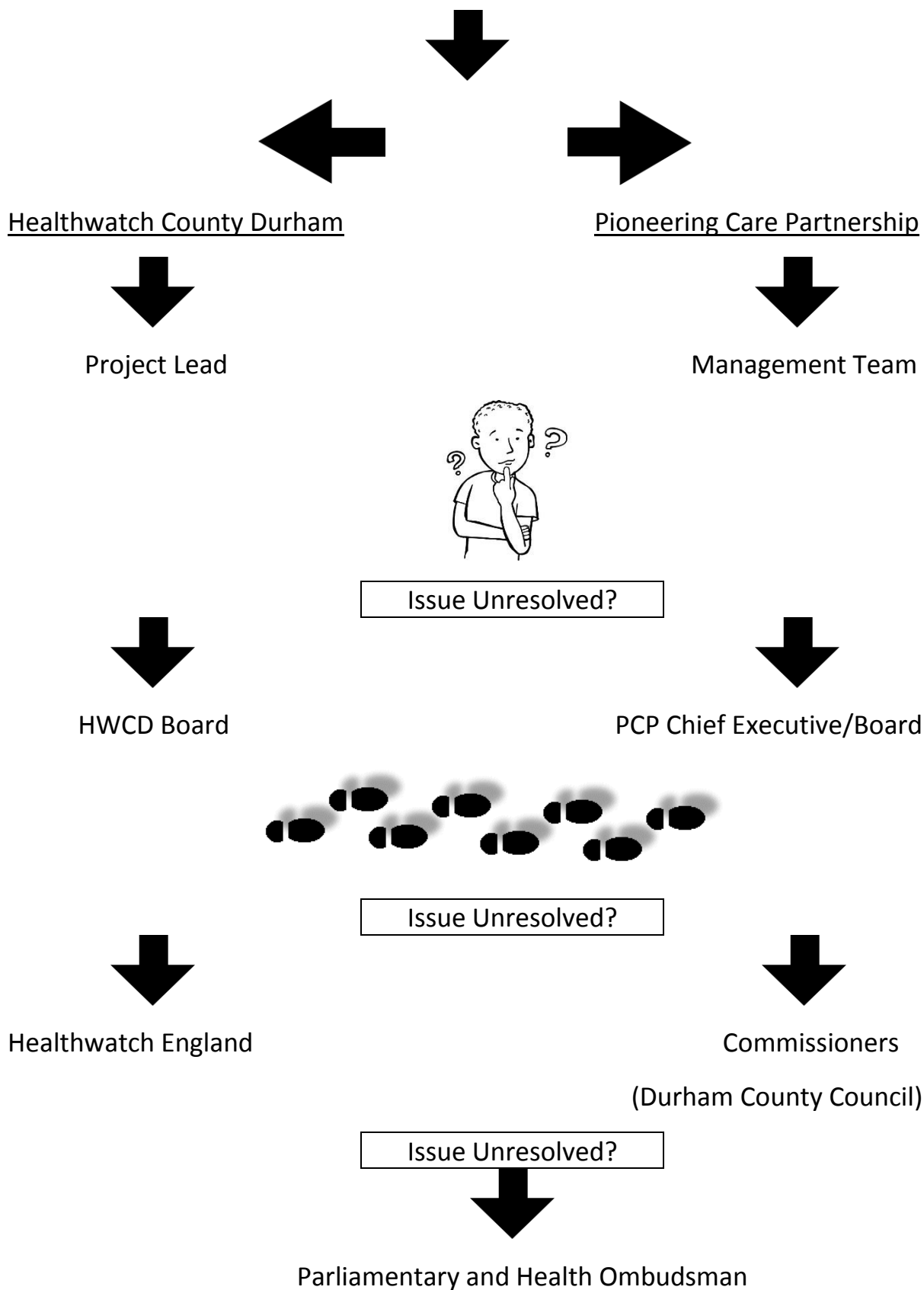


2. Make a formal complaint by letter/email and we will acknowledge within 5 working days. Attempts to resolve will be completed within 21 working days.



3. Make an appeal and your complaint will be brought to either Healthwatch County Durham or the Pioneering Care Partnership (depending on the nature of the complaint).





Your complaint

Please describe what you are complaining about. To help us investigate the complaint please:

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.

What do you want Healthwatch County Durham 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.....

.....

Post Code.....

Mobile number.....

Other phone number.....

Email address.....

Your representative's details

If you have a representative or spokesperson who is assisting you, please give their details.

Name.....Organisation.....

Address.....

Post Code.....

Mobile number.....Other phone number.....

Email address.....

Your signature.....

Name and date.....

Your representative's signature

Signature.....

Name and date.....

Representatives must have the agreement and support of the person making the complaint.

Please do not complete this part of the form. This is for Healthwatch County Durham.

Name of person recording complaint.....

Position..... Signature.....

Date complaint received.....

Acknowledgement letter to be sent by.....

(This must be within five (5) working days of receipt of complaint)

Full reply to be sent by.....

Investigating Officer.....

(This must be within twenty one (21) working days of receipt of complaint)