



Healthwatch Northumberland Complaints Policy

Healthwatch Northumberland is provided under contract by Adapt North East.

Healthwatch Northumberland is committed to providing a high quality, accessible and responsive service for patients and social care service users and working in an open and accountable way that builds the trust and respect of all our stakeholders.

Anyone who is dissatisfied with any aspect of the service received from Healthwatch Northumberland can make a complaint under the Healthwatch Northumberland complaints policy.

We are always pleased to receive comments about our work from individuals and organisations about the performance of Healthwatch Northumberland and the way in which it conducts its business. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our stakeholders.

We will treat both concerns and complaints in the same way.

This policy does not cover:

1. Complaints or concerns about NHS services , which should be dealt with through the NHS complaints procedure.

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

2. Complaints about the provision of social care services in Northumberland which should be dealt with by the organisation providing the service or Northumberland County Council complaints procedure.

<https://www.northumberland.gov.uk/Care/Support/Adult-services-complaints-comments-and-compliments.aspx>

3. Concerns about the quality or safety of services should be made to the Care Quality Commission (CQC)

<https://www.cqc.org.uk/give-feedback-on-care>

4. If you are concerned about the safety of a vulnerable person please use Northumberland County Council's 'reporting a safeguarding concern' process

<https://www.northumberland.gov.uk/Care/Support/Safeguarding.aspx>

How to raise a concern or make a complaint about Healthwatch Northumberland

Stage 1: dealing with problems informally

We encourage you to raise a concern, or complaint informally via email, letter or via a telephone conversation (see details below) with the Project Coordinator, usually within three months of the incident. 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 about the Project Coordinator it will be considered by the Chair or other board member as agreed.

Stage 2: dealing with problems formally

If you are not satisfied with the outcome of Stage 1, you should make a complaint in writing to the Chair of the Healthwatch Northumberland Board within ten working days. Healthwatch Northumberland will respond to the formal complaint within ten working days from receiving it.

If the concern or complaint is about the Chair, it will be considered by the Vice Chair or other board member as agreed.

Stage 3: appeals

If you are not satisfied with the outcome of Stage 2, you can appeal to the Chief Executive of Adapt North East in writing within ten working days of notification of the outcome of Stage 2. The Chief Executive will consider the complaint and respond to the complainant within ten working days. The decision made at this stage is final and there is no further right to appeal.

Learning from complaints

The Healthwatch Northumberland Board and Adapt North East will regularly review complaints considered under this policy to learn and improve the way Healthwatch Northumberland operates.

Contact details for complaints

Email: info@healthwatchnorthumberland.co.uk

Post: Healthwatch Northumberland, Burn Lane, Hexham, Northumberland
NE46 3HN

Tel: 03332 408468

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