

### Introduction

This procedure is for use where an individual or a group of individuals has reason to complain about the way in which Healthwatch Bedford Borough has been perceived to have been operating/working. Quite often this may have been caused by the actions of a person or persons who have unknowingly caused a problem as a result of their actions. This procedure works on the basis that problems should be solved as close to their source as possible. A pro-forma is available to use if requested.

- 1 The first action is for the aggrieved individual(s) to raise their complaint with the person(s) who it is believed has caused the problem. At this stage if practicable this should be conducted on a face to face basis.  
**It is reasonable to expect that this stage should take no more than 5 working days to complete from the date the complaint is received.**
- 2 If there is no agreed solution after this time has elapsed, the matter must be drawn to the attention of the CIC Manager and Company Secretary (MCS) by emailing/writing. This will be followed up by the MCS, who will attempt to resolve the complaint to the satisfaction of the complainant(s)  
**It is reasonable to expect that this stage should not exceed 10 working days to complete from the date that Stage 1 has been exhausted.**
- 3 If the complaint is not resolved at Stage 2, the complaint must be made in writing to the Chair of the HBB CIC Board and it will then be considered by the CIC Board. If necessary the Chair will arrange for an independent investigation of the complaint.  
**It is reasonable to expect that this stage should be completed within 20 working days from the date Stage 2 has been exhausted.**
- 4 If there is a complaint about the Chair/Director of the HBB CIC Board, this must be made in writing to the Chair and another Director. It will be considered by the HBB CIC Board (excluding the Chair/Director) If necessary the Board will arrange an independent investigation of the complaint.  
**It is likely that Stages 1 - 3 will be excluded and it is reasonable to expect that this Stage will then be completed in 20 working days from the time the complaint has been received by the HBB CIC Board.**

- Notes:**
- (1) Every effort will be made to keep the Complainant(s) advised of progress towards a satisfactory outcome.
  - (2) The timescales indicated is a maximum target and if possible efforts will be made to minimise the overall response times.
  - (3) If and when the HBB CIC Board has agreed its response to the complaint the matter is closed so far as Healthwatch Bedford Borough CIC is concerned.