

## CTCIC - Complaints Policy

Date approved by the Connected Together CIC Board	Ratified by the CTCIC Board 10/04/2026
Author/Responsible Person	Michelle Wright
Next revision due	April 2029
Staff/volunteer training delivered	To be included in Induction
Date sent to staff	12/04/2026
	This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch West Northamptonshire (HWW) and Healthwatch Rutland (HWR).
Checked for rebranding	Michelle Wright – 03/12/2025
Signed off by CEO	Kate Holt –04/12/2025
Checked By	Susan Hills–20/03/2026

## Purpose of this document

Individuals and organisations have the right to express their views about the performance of Connected Together CIC and the way in which it conducts its business. Anyone who is dissatisfied with any aspect of the service received by CTCIC 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 Northamptonshire Council's complaints procedures.

## How to raise a concern or make a complaint about CTCIC

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 enable the issue to be successfully resolved.

If the concern or complaint is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation with a member of staff or a volunteer.

CTCIC will acknowledge the concern/complaint in writing (or in the complainant's preferred method of communication) within 7 working days.

Attempts to resolve the concern/complaint will be completed within 15 working days of establishing the nature of the concern/complaint. If further time is needed, where possible, this will be agreed with the person making the complaint.

The CEO of CTCIC will review all concerns/complaints.

The CEO will aim to share the results within 20 working days, unless more time is required, and you will be kept informed.

If you are not happy with the outcome, you will be able to appeal and you will be advised how to do this. The concern/complaint will then be reviewed by relevant board members as appropriate (depending on who the complaint is against) who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.

If you are still not satisfied, you can take your concern/complaint to West Northamptonshire Council/Rutland County Council, or to other appropriate commissioners of our contracts and services.

You may also subsequently take your concern/complaint to [cicregulator@companieshouse.gov.uk](mailto:cicregulator@companieshouse.gov.uk)

Please see the Healthwatch Rutland and Healthwatch West Northamptonshire complaints policy.

How to raise a complaint about Healthwatch Rutland and Healthwatch West Northamptonshire

Please read the below policies and procedures:

- HWW Complaints Policy-073/QD88
- HWR Complaints Policy-074/QD89