

**TO: HEALTH AND WELLBEING BOARD  
5 SEPTEMBER 2013**

---

**COMPLAINTS AND COMMENTS MECHANISMS  
IN LOCAL HEALTH AND SOCIAL CARE SYSTEM  
Interim Chair Healthwatch Bracknell Forest**

**1 PURPOSE OF REPORT**

- 1.1 In response to a question from a member of the public on clarity, this report outlines the different ways that patients and users of social care services can access complaints and comments mechanisms for health and social care services in the Borough

**2 RECOMMENDATION(S)**

- 2.1 That the Board notes the contents of the report.

**3 REASONS FOR RECOMMENDATION(S)**

- 3.1 So that the Board is aware of the different mechanisms and can promote them as necessary.

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None.

**5 SUPPORTING INFORMATION**

- 5.1 The different mechanisms have been mapped and are set out in Appendix A.
- 5.2 Healthwatch Bracknell Forest will operate two systems, firstly our Customer Relationship Management (CRM). This is our internal cloud hosted management software where we will log all information and will host the complaints signposting. This is constructed to enable us to transfer information to Healthwatch England. Secondly, we will signpost face to face, over the telephone and electronically via email and our website. Our website will include tools to enable a simplified signposting process.

Background Papers

Contact for further information

Chris Taylor – Healthwatch Bracknell Forest – 01344 266 911

Email: [enquiries@healthwatchbracknellforst.co.uk](mailto:enquiries@healthwatchbracknellforst.co.uk)

Web: <http://healthwatchbracknellforest.co.uk>