HACKNEY COMPLAINTS CHARTER

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| **Dear Colleagues, we held a packed public meeting in Hackney on NHS and social care complaints earlier this year, and one of the demands of the meeting was for a Complaints Charter. Speakers at the meeting included Voiceability, Homerton Hospital, East London Foundation Trust, the CCG and Healthwatch Hackney.**  **We have written the Charter which is attached and it will go to the Hackney Health and Wellbeing for approval this evening.**  **We wanted to share this Charter with you for your comment and also in case you wished to use it in your own area. Please feel free to use it or modify it for use as you wish.**  **Very best wishes.**    **Malcolm Alexander.**  **Healthwatch Hackney - Board Member**  **07817505193** |