

Honour Health Complaints Policy

At Honour Health we are committed to providing high quality care for all and will ensure that our patients and their representatives can seek advice, provide feedback or make a complaint about any aspect of our service. We take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When we don't meet expectations, we deal with concerns courteously and promptly so that the matter is resolved as quickly as possible.

The key aspects of this policy are that:

- Our patients know how to complain and are confident that we will take their complaint seriously
- We will investigate all complaints and will keep the patient informed of the findings of our investigation
- We will learn from any complaints, concerns and feedback that we receive and use these lessons to improve our service.

Our approach to complaints

A complaint can be made by a patient of the practice or a person acting on their behalf if the patient is a child, has physical or mental incapacity, has consented to the person acting on their behalf, or has delegated authority to act on their behalf. A complaint can also be made by an individual who is, or is likely to be, affected by our actions, inactions, decisions or omissions

A complaint provides us with the opportunity to identify where our practice systems have failed and what we can do to improve our service. In dealing with a complaint, we will:

- Be open and transparent to ensure that all those involved understand the process and what to expect
- Acknowledge a complaint promptly
- Undertake evidence-based investigations
- Provide sympathetic responses within appropriate timeframes
- Identify the causes of complaints and act to prevent recurrence
- Learn lessons and implement change
- If the individual is a patient of the practice, ensure that their ongoing care is not adversely affected by the complaint
- All members of the Honour Health team are able to receive a complaint or feedback and follow the practice policy

Step one

If you are unhappy with any aspect of your care please let us know. Our manager, Pritpal Dhanoya is the person responsible for dealing with complaints. Pritpal will help resolve any issues quickly. Pritpal can be contacted by telephone on 0191 281 3913, by email at pritpal@honourhealth.co.uk or by letter addressed to Honour Health, 90 Osborne Road, Jesmond, NE2 2AP.

Step two

Pritpal will acknowledge your complaint in writing within three working days of receipt and you will be provided with a copy of our complaints policy. Pritpal may contact you for further information to help understand and investigate your concerns.

Step three

Non – Clinical Issue:

Pritpal will investigate your concerns and do her best to resolve any issues you raise to your satisfaction. A written response will be sent to you within 10 days of the acknowledgement of your complaint. If Pritpal is unable to respond to your concerns within that time she will contact you to confirm how much longer will be needed to respond.

Clinical Issues:

Pritpal will refer any clinical concerns you raise to the principal dentist, Dr Onkar Dhanoya, and the treating dentist (unless you do not want that to happen).

Dr Dhanoya and Pritpal may arrange to meet with you to understand your concerns.

Pritpal or Dr Dhanoya will then write to you within 10 days of acknowledgement of your complaint with a final response to your concerns or within 10 days of your meeting to confirm what was discussed, and outline the action that Dr Dhanoya will be taking, which may include further investigation into your dental records, discussing your treatment with the treating dentist and colleagues at the practice.

Pritpal or Dr Dhanoya will also let you know when you can expect a conclusion of the investigation, which we will endeavour to complete within six months. If we anticipate that there will be any delay, we will keep you informed.

When we have completed our investigation, Dr Dhanoya will provide you with a full written report.

The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action, and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

Step 4

If patients are not satisfied with the outcome of our procedure then a complaint may be referred to:

□ The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, Tel: 0345 015 4033, visit www.ombudsman.org.uk - for complaints about **NHS** treatment

2

□ Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA, tel: 0208 253 08 00 - for complaints about **private** treatment

NHS patients may also contact:

□ NHS England, PO Box 16738, Redditch B97 9PT. Email: England.contactus@nhs.net or tel: 0300 311 22 33