



Honour Health Complaints Policy Code of Practice

At Honour Health 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 your expectations, we deal with your concerns courteously and promptly so that the matter is resolved as quickly as possible. We learn from every mistake that we make.

Step one

1. If you are unhappy with any aspect of your care, please let us know by speaking to our reception team who will arrange a convenient time for you to meet (or to speak on the phone) with the Practice Principal.
2. The Practice Principal will try and resolve issues to your satisfaction quickly, and hopefully that will conclude the matter.
3. If your complaint cannot be resolved by the Practice Principal or you make a written complaint, the matter will be escalated to a full investigation.

Step two

If you are unhappy with any aspect of your care you can choose to contact the Practice Principal directly. Please email Dr Dhanoya on onkar@honourhealth.co.uk or phone him on 0191 2813913.

Your complaint will then be acknowledged in writing within 3 days of receipt from a member of the management team and you will be provided with a copy of our complaints policy.

Step three

The Practice Principal or a member of the management team will then investigate your concerns and/or arrange to speak to you to understand your complaint in greater detail.

Non – Clinical Issue:

The Practice Principal or a member of the management team will do their best to resolve any issues you raise to your satisfaction.

Clinical Issues:

Any clinical concerns you raise will be dealt with by the Principal dentist and the treating dentist (unless you do not want that to happen).

The Principal dentist may arrange to meet with you to understand your concerns. The Practice Principal 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 Principal will be taking, which may include further investigation into your dental records, discussing your treatment with the treating dentist and colleagues at the practice.

The Practice Principal 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, the Practice Principal will keep you informed.

When we have completed our investigation, the Principal 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
- 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

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Reviewed by Vicky Beacher/Marie Rackham

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