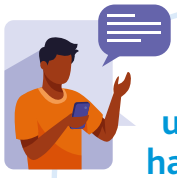
WHAT HAPPENS WHEN I MAKE A COMPLAINT



1 Tell us what happened

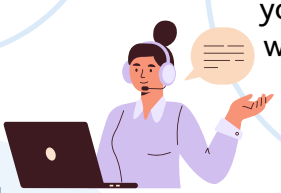
You can talk to us, email us or write to us.

2 We'll acknowledge your complaint

We aim to acknowledge your complaint within 3 working days and make sure we understand your concerns.

3 We will look into your concerns

The right person will review what happened and speak to the people involved where needed.



Need help?

If you need support, reasonable adjustments or this information in another format, please contact us: **your.experience@inhealthgroup.com**

4 We will respond to you

We aim to provide a full response within 20 working days. If we need longer, we'll explain why and keep you updated.

5 We will learn

Where things could have been done better, we will identify learning and improvements needed to help prevent similar issues happening again.

6 We hope you're satisfied with our response

If you're still unhappy or feel that some of your concerns have not been resolved, you can ask us to escalate your complaint to Stage 2. Simply let us know which concerns remain unresolved and what you would like us to review.

Email:
your.experience@inhealthgroup.com

Write to: InHealth, Burnham Yard, London End, Beaconsfield, Bucks, HP9 2JH

7 If you're still unhappy

We hope the Stage 2 review resolves your concerns. If you remain unhappy after receiving our final response, you can ask an independent organisation to review your complaint.

- **NHS-funded patients**: Public Service Ombudsman
- **Private patients**: Independent Sector Complaints Adjudication Service (ISCAS)

Your Stage 2 response will explain how to contact the appropriate organisation and what to do next.