HOW TO MAKE A COMPLAINT

If you need this information in a different format or need support or reasonable adjustments to make a complaint, please contact us at **your.experience@inhealthgroup.com** or call **0333 202 0300** (NHS patients) **0333 200 2064** (private patients).

INHEALTH | MAKING HEALTHCARE BETTER

HOW TO COMPLAIN

If you have a complaint about any part of the service you have received from us, you can do one of the following:

- Discuss it with the service manager or another member of staff during your visit.
- Telephone the Customer Care Team:
  0333 202 0300 for NHS patients
  0333 200 2064 for private patients
- Write to the InHealth clinical quality team at:
  InHealth, Burnham Yard, London End, Beaconsfield, Bucks, HP9 2JH
- Email: **your.experience@inhealthgroup.com**
- If you are an NHS patient seen within an NHS facility, you may also complain using the NHS Complaints Policy and Procedures. A copy of this can be supplied to you by the NHS facility you visited. The NHS facility may then pass the complaint onto InHealth to respond to you or may choose to ask InHealth to provide them with information to assist them to respond to your concerns.

We welcome your comments about our service and would like to assure you that the care provided at any future appointments will not be impacted by the concerns you have raised.

If you are not satisfied with our response to your complaint, you can ask for your complaint to be referred to the Chief Executive by writing to the Burnham Yard address or emailing **your.experience@inhealthgroup.com** and providing details of which aspects of your complaint remain unresolved.

We will make it easy for you to contact us for support and will consider your communication needs and any reasonable adjustments you may require:

- **BE ACCESSIBLE**
  you can contact us to check on the progress of your complaint
- **BE IMPARTIAL**
  we will treat every complaint fairly
- **BE RESPONSIVE**
  we will reply to you as soon as we can, and let you know if there will be a delay
- **RESPECT**
  your confidentiality

We will usually acknowledge written complaints within three working days of receiving them, and send you a full reply within 20 working days of your complaint. If we cannot resolve your complaint within 20 working days, for example because more investigation is required, we will tell you what progress we have made and why there has been a delay.

If you are not satisfied with our response to your complaint, you can ask for your complaint to be referred to the Chief Executive by writing to the Burnham Yard address and provide details of which aspects of your complaint remain unresolved.

Q&AS

Q How can I get support with making a complaint?

If you need help to make or progress your complaint, please contact us. We will work with you to understand what support you need throughout the complaints process.

Q Can I request reasonable adjustments?

Yes. If you have any communication or accessibility needs, or require reasonable adjustments to help you make or progress your complaint, please let us know and we will discuss how we can support you.

Q Who may complain?

A complaint may be made by a patient, or by someone affected by an action, omission or decision of InHealth. A complaint may also be made on behalf of a patient by an authorised representative, such as a family member, friend or advocate.

Where a patient has died or is unable to make decisions independently, a representative may make a complaint on their behalf. InHealth will consider whether the representative has a sufficient interest in the patient's welfare and is an appropriate person to act on their behalf.

In instances where a representative is raising a complaint, InHealth may request the signed consent of the patient. This is necessary in order to ensure the confidentiality of patient information. Without the consent of the patient, the complaint is unlikely to be processed.

InHealth will usually request the signed consent of the patient or the complainant. This is necessary in order to ensure the confidentiality of patient information. Without the consent of the patient, the complaint is unlikely to be processed.

Q How may I complain?

By discussing the complaint with a service manager or member of staff providing your care, at the time of your appointment.

By writing to InHealth's service manager, at either the site you visited or InHealth, Burnham Yard, London End, Beaconsfield, Bucks, HP9 2JH.

By telephoning the Customer Care Team
on **0333 202 0300** (NHS patient)
or **0333 200 2064** (Private Patient).

By emailing **your.experience@inhealthgroup.com**

If you are an NHS patient you may choose instead to complain to the NHS facility that referred you to InHealth using the NHS complaints procedure.

Q What information should I provide?

- It is helpful if you specify: The background to your complaint, including location and service at which you were seen, relevant dates, times and names of staff involved in your treatment, and type of procedure involved.
- Any specific grievances or issues that you wish to be addressed.
- What it is that you hope to achieve through the complaints process.

Q What should a complaint not contain?

InHealth may reject any complaint that contains offensive or foul language or which expresses personal abuse of staff. It is not helpful for complaints to be phrased in a sarcastic manner and, as a general rule, efforts at humour and irony in this context may lead to misinterpretation.

Persistent or repeated complaints without foundation, or complaints accompanied by aggressive or abusive behaviour, are considered an abuse of the complaints process and will be excluded.

Q&AS

Q Can I use Artificial Intelligence (AI) to help write my complaint?

AI tools can be helpful when preparing a complaint, but we recommend using them with caution. AI-generated content can sometimes make a complaint longer or more complicated than necessary, or include inaccurate or irrelevant information. This can make it more difficult to identify the concerns you would like us to investigate and may delay our investigation.

If your complaint is particularly lengthy, repetitive or unclear, we may contact you to clarify the key concerns you would like us to address. If you use AI, please check that your complaint accurately reflects your own experience and take care when entering personal or sensitive information into AI tools.

Q Is there a time limit for making a complaint?

Ordinarily a complaint must be made within six months of the date on which the matter occurred or came to the notice of the complainant.

Q What if you intend to make a claim for compensation?

The Complaints Procedure is not intended as a vehicle for the recovery of compensation and such matters are excluded. If you wish to claim compensation you should seek independent legal advice who will then contact InHealth on your behalf.

Q What will happen after the receipt of your complaint?

InHealth will aim to acknowledge your complaint in writing within three working days of receipt and where a complaint is made by telephone or in person, we will acknowledge this contact and the detail discussed within the same timescale.

Q Who will investigate my complaint?

The most appropriate Complaints Handler will be nominated according to the content of your complaint with appropriate support from Senior Managers, the Governance Team, Medical Director or other relevant staff.

Q How will my complaint be answered?

InHealth aims to provide a full response within 20 working days of receipt of the complaint. The response to your complaint will be sent to you by the Complaint Handler. In some cases we will be unable to complete the investigation within 20 working days.

If this applies we will keep you informed, but if you wish to discuss the progress of our investigation at any stage, please contact the unit you have complained to directly or email the clinical quality team; your.experience@inhealthgroup.com or call on **0300 202 0300** NHS patients) or **0333 200 2064** (Private patients).

Q What if I am not satisfied by the Complaint Handler's response?

You may ask the Complaint Handler to make further enquiries in order to address your remaining concerns or ask for the complaint to be escalated to the Chief Executive Officer for investigation.

The Chief Executive Officer will appoint an appropriate Director to review your complaint who may or may not agree with the Complaint Handler's findings following an investigation but reconciliation will be attempted to resolve the complaint.

Q What if I am still not satisfied?

If you remain dissatisfied, you may ask for external adjudication of your complaint. If you are an NHS funded patient you can refer the matter to the Public Service Ombudsman.

If you were funded as a private patient you can refer the matter to the Independent Sector Complaints Adjudication Service.

A request for external adjudication should be made within six months of receiving the final response.

The external adjudicator cannot award compensation nor provide legal advice.

You can view the NHS Complaints Procedure at
https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/

InHealth is regulated by the Care Quality Commission, CQC, you can also raise any concerns directly with the CQC, details can be found on their website:
www.cqc.org.uk/content/contact-us

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