

## Further action

If you are dissatisfied with the outcome of your complaint from this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (**PHSO**) at either:  
Milbank Tower, Milbank  
LONDON  
SW1P 4QP  
Citygate, Mosley Street  
MANCHESTER  
M2 3HQ  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**OR**

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Tel: 0300 311 2233

Honeypot Medical Centre  
404 Honeypot Lane  
Stanmore, Middlesex, Ha7 1JP  
0208 204 1363; [nhsnwl.honeypot@nhs.net](mailto:nhsnwl.honeypot@nhs.net)

# The Complaints Process

**Honeypot Medical Centre**



## Talk to us

Every patient has the right to make a complaint or raise a concern about the treatment or care they have received at Honeypot Medical Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## Who to talk to

Most complaints can be resolved at a local practice level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Lead or manager, who will get back to you as soon as possible.

## How can I make a complaint?

A complaint can be made verbally or in writing.

A complaints form is available on our website. Additionally, you can complain via email to [nhsnw1.honeypot@nhs.net](mailto:nhsnw1.honeypot@nhs.net).

## I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request that the NHS England investigates your complaint.

They will contact us on your behalf:

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Tel: 0300 311 2233

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

For Written complaints, a member of Complaints Team will respond within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings within 21 working days. We will update you if it takes longer to investigate and respond to your complaint.

## Investigating complaints

We will investigate all complaints effectively and in conjunction with legislation and guidance.

## Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

## Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available on our website.

## Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.