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# Honeypot Medical Centre: Concerns and Complaints Procedure Policy

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|----------|--------------|-------------|-------------------|-------------------|
| 1        | Nov 2025     | Nidhi Mehta | Dr Chaand Nagpaul | Nov 2026          |
|          |              |             |                   |                   |

| Position                                      | Named individual                    |
|---|-------------------------------------|
| Complaints Lead                               | Emali Gunawardena                   |
| Complaints Manager                            | Murtaza Esmail                      |
| Responsible person for clinical complaint     | Dr. Chaand Nagpaul (Senior Partner) |
| Responsible person for non-clinical complaint | Ratish Pillai (Practice Manager)    |



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## Table of contents

|     |   |    |
|-----|---|----|
| 1   | INTRODUCTION  | 3  |
| 1.1 | Policy statement  | 3  |
| 1.2 | Status  | 3  |
| 1.3 | Policy Objective  | 3  |
| 2   | COMPLAINTS PROCEDURE                                      | 4  |
| 2.1 | Complaints management team                                | 4  |
| 2.2 | Definition of a complaint versus a concern                | 4  |
| 2.3 | Formal or informal?                                       | 4  |
| 2.4 | Complaints information and procedure                      | 4  |
| 2.5 | What we will do   | 5  |
| 2.6 | Complaining on behalf of someone else                     | 6  |
| 2.7 | Who else you may approach for help or advice              | 6  |
| 2.8 | Reporting   | 7  |
|     | ANNEX A – PATIENT COMPLAINT FORM                          | 8  |
|     | ANNEX B – PATIENT THIRD-PARTY CONSENT                     | 9  |
|     | ANNEX C – COMPLAINT LEAFLET                               | 10 |
|     | ANNEX D – ACKNOWLEDGEMENT OF A COMPLAINT LETTER (EXAMPLE) | 13 |
|     | ANNEX E – FINAL RESPONSE TO A COMPLAINT LETTER (EXAMPLE)  | 14 |



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## 1 Introduction

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### 1.1 Policy statement

The purpose of this document is to ensure all staff understand that all patients have a right to have their complaint acknowledged and investigated properly. Honeypot Medical Centre takes complaints seriously and ensures that they are investigated in an unbiased, transparent, non-judgemental and timely manner. The organisation will maintain communication with the complainant (or their representative) throughout, ensuring they know their complaint is being taken seriously.

In accordance with the [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014 \(Regulation 16\)](#), all staff at this organisation must fully understand the complaints process. Supporting information including legislative requirements and additional reading on complaints management can be found at [Annex A](#).

The doctors and staff at Honeypot Medical Centre are committed to providing high quality healthcare and services to our patients. If you have a complaint or concern about the service you have received from the doctors or any of the staff in the practice, please do let us know. We consider complaints as an important means of learning and improving our services. We have a practice complaints policy as part of the NHS Complaints Regulations and this meets national criteria.

### 1.2 Status

In accordance with the [Equality Act 2010](#), we have considered how provisions within this policy might impact on different groups and individuals. This document and any procedures contained within it are non-contractual, which means they may be modified or withdrawn at any time. They apply to all employees and contractors working for the organisation.

### 1.3 Policy Objective

Honeypot Medical Centre will:

- Ensure patients are aware of the right to complain.
- Ensure patients know how to complain and who to complain to.
- Ensure patients understand how their complaint will be handled and the time frame.
- Ensure there is a robust system to respond to, record and review complaints.
- Ensure that staff are trained on our practice complaints policy and also national best practice guidelines.



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- Ensure we learn from complaints and that this learning is disseminated within the team
- Support compliments of the practice to be disseminated to staff
- Ensure that all complaints are treated in the strictest confidence

## 2 Complaints Procedure

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### 2.1 Complaints management team

At Honeypot Medical Centre, the Practice Complaints Lead is Emali Gunawardena (Complaints Lead) and Murtaza Esmail (Operations Manager). They are responsible for maintaining both legislative and regulatory requirements and for the day-to-day management of any complaint that may be received. They will explain our complaints procedure and ensure that your concerns are dealt with promptly.

Dr. Chaand Nagpaul (GP Partner) is the Responsible Persons for clinical complaint and has overall responsibility for complaints processes within the practice

### 2.2 Definition of a complaint versus a concern

NHS England defines that a concern is something that a service user is worried or nervous about and this can be resolved at the time the concern is raised whereas a complaint is a statement about something that is wrong or that the service user is dissatisfied with which requires a response. Should a service user be concerned and raise this as such, if they believe that it has not been dealt with satisfactorily, then they may make a complaint about that concern. A concern may also be called a criticism.

### 2.3 Formal or informal?

There is no difference between a 'formal' and an 'informal' complaint; both are an expression of dissatisfaction. Unless the complainant specifically requests that their issue needs to be raised as a complaint, the Complaints Manager will consider whether it is logged as either a concern or complaint should they believe that it can be resolved quickly. [CQC GP mythbuster 103: Complaints management](#) states that a verbal complaint or concern does not need to be logged if resolved within 24 hours.

### 2.4 Complaints information and procedure

This organisation has prominently displayed notices and leaflets ([Annex C](#)) about the



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practice detailing the complaints process on the organisation's website. The patient should speak with the complaints lead or complaints manager to discuss any concerns in first instance. They will explain our complaints procedure and ensure that your concerns are dealt with promptly.

We hope that we can sort out most problems easily and quickly, often at the time they arise and with the person concerned. However, if you wish to make a formal complaint, please do so as soon as possible, ideally within a few days, as this will enable us to establish what happened more easily and to address problems quickly. If this is not possible, then your complaint should be submitted within 12 months of the incident or within 12 months of discovering the problem. You can make a complaint verbally or in writing by filling out the complaint form (See [Annex A](#)) to Emali Gunawardena and she will ensure that we deal with your concerns promptly and correctly. The complaint form can be found on our website.

## 2.5 What we will do

All complaints will be forwarded to our Complaints Manager, Murtaza Esmail, who will discuss verbal complaints with you, where possible on the day to address your concerns and resolve the issue quickly.

All complaints will also be circulated to the complaints management team within one day so that the complaints team is aware of any concerns from patients. The complaints will also be shared with the accused person against whom the complaint has been received and this also gives patients' accuser an opportunity to make contact with the patient if possible and as appropriate, with the aim of resolving the situation.

We will acknowledge your complaint within **3 working days** of receipt. All **written complaints** will be acknowledged **in writing**, and **verbal complaints** will be acknowledged **by telephone**. We aim to have fully investigated your complaint within **21 working days** (for written complaint) or as soon as possible (for verbal complaint) of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to conclude our investigation.

We will look into your complaint to:

- Find out what happened and what went wrong.
- Invite you to discuss the problem with those involved, if you would like to.
- Provide you a meaningful apology where this is appropriate and act on your concerns as appropriate.
- Identify what we can do to make sure the problem does not happen



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again and inform you of this

- Ensure all our staff learn from this.

Patients will then receive a final letter detailing the result of our practice investigations.

All formal complaints will be logged on the internal complaints log, along with action and learning points. These will then be discussed within the Practice Meeting and actions are implemented without delay to avoid such situations in the future.

## **2.6 Complaining on behalf of someone else**

If you are not the patient, you may be able to make a complaint on behalf of another patient if the person:

- is a child
- has died
- is unable to make the complaint themselves due to physical incapacity
- lacks capacity within the meaning of the Mental Capacity Act 2005
- has requested you to act on their behalf. In this case, the person must provide written consent for you to act on their behalf and for us to discuss any information with you. See Third Party Consent Form in [Annex B](#).

## **2.7 Who else you may approach for help or advice**

We would prefer to resolve your complaint directly, but if you prefer or if you are not satisfied with our response, you can contact:

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

### **The Ombudsman**

If you are not happy with how we have dealt with your complaint and would like to take this further, you can contact:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1 4QP



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**Tel: 020 8204 1363**

Tel: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## **2.8 Reporting**

Honeypot Medical Centre also undertakes an annual review of complaints. This is done by viewing our monthly reporting of complaints log and learning sheet which is located in the staff shared directory.

An annual report is produced giving details of:

- The number of complaints received
- A summary of subject matter
- A summary of outcomes
- Lessons learned and any improvements made
- The way complaints were handled
- The number of complaints passed to the Ombudsman



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## Annex A – Patient Complaint Form

| Version | Date Published | Review Status      |
|---------|----------------|--------------------|
| 4.0     | May 2015       | Unchanged Oct 2025 |



### PATIENT COMPLAINT FORM

Patient's Full Name:  
Address:  
Telephone:

Date of Birth:

Detail the complaint below, including dates, times, and names of practice personnel, if known.

Continue on a separate page where necessary.

.....

.....

.....

.....

.....

.....

.....

.....

Print name \_\_\_\_\_  
Signed \_\_\_\_\_  
Date \_\_\_\_\_

Please return completed forms to: Honeypot Medical Centre  
Email: [nhsnwl.honeypot@nhs.net](mailto:nhsnwl.honeypot@nhs.net)  
Address: 404 Honeypot Lane, Stanmore HA7 1JP





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## Annex B – Patient Third-Party Consent

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### PATIENT THIRD-PARTY CONSENT

**IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE CARE OF ANOTHER PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.**

PATIENT'S NAME: \_\_\_\_\_  
TELEPHONE NUMBER: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

ENQUIRER/COMPLAINANT NAME: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

I fully consent to my Doctor releasing information and discussing my care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: ..... (Patient only)

Date: .....

Please return completed forms to: Honeypot Medical Centre

Email: [nhsnwl.honeypot@nhs.net](mailto:nhsnwl.honeypot@nhs.net)

Address: 404 Honeypot Lane, Stanmore HA7 1JP



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## **Annex C – Complaint leaflet**

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A patient information leaflet regarding complaints is shown overleaf.

## 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 or via reception. Additionally, you can complain via email to [nhsnwl.honeypot@nhs.net](mailto:nhsnwl.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 the Complaints Team will respond to you 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

## Annex D – Acknowledgement of a complaint letter (example)

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[Organisation]  
[Address]

[Complainant's name]  
[Complainant's address]

[Date]

Dear [Complainant's name]

Thank you for your email [dated]. We are very sorry to learn about your experience at Honeypot Medical Centre.

We are committed to delivering high quality care and services and we value your feedback so that we can take steps to make necessary improvements.

We will investigate this fully and endeavour to get back to you with a written response within 21 working days as per our complaints policy.

If you have any other concerns or would like to discuss the matter further, please do not hesitate to contact [us].

Yours Sincerely

[Signed]  
[Name]  
[Role]

## Annex E – Final response to a complaint letter (example)

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[Organisation]

[Address]

[Complainant's name]

[Complainant's address]

[Date]

Reference [Enter]

Dear [Complainant's name]

I hope you are doing well.

Thank you for raising your concerns via email on [dated]

We greatly appreciate you taking the time to bring this matter to our attention. Your feedback is incredibly valuable as it helps us to address any shortcomings, continually improve our service and ensure that we provide the best possible care to our patients.

[Body of complaint response]

As a Practice, we always strive to provide the utmost care and treatment for our patients. Therefore, we do apologise for any negative experience you may have felt. We hope that [accused person] response and apology is acceptable to you. However, please do not hesitate to contact me if you have any further queries or concerns. Should you have any outstanding concerns or wish to discuss this matter further, please do not hesitate to contact me directly at the Practice on 020 8204 1363 or via email at [nhsnw1.honeypot@nhs.net](mailto:nhsnw1.honeypot@nhs.net). We remain committed to addressing any additional questions or concerns you may have.

Thank you once again for bringing your concerns to our attention.

If you are not happy with how we have dealt with your complaint and would like to take this matter further, you can contact the Parliamentary and Health Service Ombudsman who makes final decisions on unresolved complaints about the NHS in England. It is an independent service, which is free for everyone to use. To take your complaint to the Ombudsman, please visit: [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

Alternatively, you can call: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Address:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Yours Sincerely

[Signed]

[Name]  
[Role]