

## Newson Health's complaint process

At Newson Health, we value your experience and are committed to addressing any concerns you may have. Our Complaints Procedure is designed to ensure that any issues are resolved efficiently and fairly.

If you encounter a problem or have feedback, we encourage you to contact our dedicated support team through the available channels. We take all complaints seriously and will thoroughly investigate each matter, aiming to reach a satisfactory resolution as quickly as possible. Your feedback is vital in helping us improve our services, and we are dedicated to addressing your concerns promptly and professionally.

Please note that complaints should be raised within six months of the incident in question. If you require guidance or have any questions about our Complaints Procedure, please do not hesitate to get in touch. We are here to assist you.

## How to raise a concern or make a complaint

### 1: Verbal complaint:

If you wish to speak to us about a concern, please call us on **01789 595004** as soon as possible. Our Welcome Desk Team will assess the nature of your concern and connect you with the appropriate team member who can help resolve your issue swiftly.

### 2: Written complaint:

If you wish to make a formal complaint or are not fully satisfied after discussing your concern verbally, please contact our Continuous Improvement Manager, either by phone on **01789 595004** or via email at [info@newsonhealth.co.uk](mailto:info@newsonhealth.co.uk), and she will guide you through the next steps.

## Newson Health complaint process

### Stage 1: Acknowledgement and initial response

All formal complaints will receive a written acknowledgement within **5 working days** of receipt.

We aim to resolve the complaint within **10 working days** of receipt. If this is not possible, we will inform you of the delay, with a full response provided within **20 working days** from the receipt of the complaint.

If any further delays occur, we will keep you informed with the reasons for the delay.

## **Stage 2: Senior management review**

If you are dissatisfied with our final response from Stage 1, you can request that your complaint be reviewed by senior managers who were not involved in the initial stage. Senior management will review your complaint and either confirm the decisions and actions from Stage 1 or determine if an alternative resolution is possible to achieve a satisfactory outcome. This review will be completed within **1 month** of receiving the final response from Stage 1.

## **Stage 3: Independent Review**

If you feel that your complaint remains unresolved after Stages 1 and 2, you can contact the **Independent Sector Complaints Adjudication Service (ISCAS)**, an independent body for the private healthcare sector. ISCAS will review and make a final decision on your complaint.

### **ISCAS Contact Details:**

- **Email:** [info@iscas.org.uk](mailto:info@iscas.org.uk)
- **Telephone:** 020 7536 6091

### **Contacting the Care Quality Commission (CQC):**

You may also wish to share your experience with the **Care Quality Commission (CQC)**. While the CQC cannot investigate individual complaints, they do use this information when evaluating services in England to ensure they meet the necessary standards of quality and safety.

### **CQC Contact Details:**

- **Website:** [www.cqc.org.uk](http://www.cqc.org.uk)
- **Telephone:** 03000 616161

## **Confidentiality and Record-Keeping**

Newson Health handles all complaints confidentially and impartially. We maintain internal complaints register which is reviewed regularly. The information from this register, along with feedback from our customer surveys, is used to train our staff and improve our services.

All correspondence related to a complaint will be retained for **5 years**.



## **Compliance**

Newson Health Limited has established procedures for handling complaints, in compliance with the **Health and Social Care Act 2008**.