

## HealthHarmonie Complaints Procedure

HealthHarmonie welcomes feedback from patients regarding their experience within our services. All feedback is used to help improve our services and enhance our patients' overall experience. HealthHarmonie manages complaints received about our services in line with NHS England guidelines.

### How can you inform us of your feedback or concerns?



#### Email

You can email us your concerns to the quality and governance team at [hh.governance@nhs.net](mailto:hh.governance@nhs.net).



#### Post

You can write to us outlining your feedback or concerns. These should be posted to:

HealthHarmonie Ltd  
Governance Department  
26 Highfield Road  
Edgbaston  
Birmingham  
B15 3DP



#### Telephone

You can call and speak to a member of our quality and governance team on our Patient Feedback Line: 0121 393 3927

## What happens next?

1. **Acknowledgement** - On receipt of your complaint, our Quality & Governance team will contact you within 48 hours acknowledging receipt of your complaint. A member of governance team may then contact you to obtain further information regarding your complaint or
2. **Investigation** – Our Quality & Governance will then complete an investigation to the concerns raised by the patient.
3. **Resolution** – Our Quality & Governance team will contact you by letter or telephone to discuss the outcome of your complaint, this is completed within 28 days of you submitting your complaint. If you receive a phone call with the outcome, you have the right to request a formal response letter of the outcome from your complaint.

## Unsatisfied with our response to your complaint?

If you are not satisfied with our response to your complaint, please get back in touch to let us know. We will arrange a further review of your concerns and provide an updated response.

If you remain unhappy after this additional review, please be aware that HealthHarmonie manages complaints in line with NHS England guidelines. In the first instance, you should contact our Quality & Governance team to request that your complaint is reopened for further investigation.

Alternatively, you can contact the Parliamentary and Health Service Ombudsman at the address below:

*Customer Services, Parliamentary and Health Service Ombudsman  
Citygate, Mosley Street, Manchester, M2 3HQ*

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

*Telephone: 0345 015 4033*

*Website: [www.complainforchange.org](http://www.complainforchange.org)*