

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly we accept complaints made verbally as well as written complaints.

If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly TO NHS England at england.contactus@nhs.net with "For attention of complaints team "in the subject line .

Helen Williams is the Complaints Manager and will be your personal contact to assist you with any complaints.

You can send your complaints to **12 Gloucester Road, Bishopston, Bristol BS7 8AE**, call us on **0117 924 0678** or email Helen Williams on info@promenade-dental.co.uk.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the Practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only by those who need to know about your complaint. If the complaint investigation takes longer than anticipated the Complaints Manager will contact you at least every 10 working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

Contacts

For private dental treatment you can contact the GDC private dental complaints service by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk

You can also contact The CQC who regulates private and NHS dental care services in England by calling 03000 616 161.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 020 7167 6000.