

Practice Complaints Procedure For NHS Patients

If you have a complaint or concern about any aspect of service you have received at Abbey Orthodontics, we operate a complaints procedure in line with national criteria.

We hope that most, if not all, problems can be sorted out at the time they arise. If we are unable to address your problem to your satisfaction, and you wish to make a complaint, please let us know as soon as possible. Early reporting will make it much easier to establish the facts.

If you wish to make a complaint you may;

- ❖ Address a letter to the practice manager, Sally Broomfield, giving as much detail as possible.
- ❖ Ask for an appointment to discuss your concerns
- ❖ Contact the NHS England at england.contactus@nhs.net
- ❖ Private patients info@dentalcomplaints.org

We hope that if you do have a concern you will use our practice complaints procedure. We believe that this will offer the best outcome for both yourself and Abbey Orthodontics.

We will acknowledge your complaint within two working days of receipt and aim to have looked into it within 10 working days.

When investigating your complaint we will;

- ❖ Find out what happened and what went wrong.
- ❖ Make it possible for you to discuss what happened.

- ❖ Offer an apology – when appropriate
- ❖ Identify how we can ensure that systems are in place to ensure the problem does not occur again.

Please note that we operate strict rules of confidentiality. If you are complaining on behalf of someone else we must have their permission for you to do so. We cannot discuss your case with anyone other than you without specific permission.