



Complaints handling policy (NHS treatment)

Code of practice for patient complaints

Private and NHS Complaints Policy 2023

At Bridge Dental & Implant clinic, we strive to provide the highest quality of care and service to our patients. However, we understand that there may be instances where you have concerns or feedback about your experience with us. Your feedback is invaluable in helping us improve our services. This policy outlines how we manage and address any complaints or grievances.

How to Make a Complaint

We encourage patients to share their concerns, feedback, or complaints with us. You can lodge a complaint through the following channels:

In Person: Speak to Andrea Jackson our acting Complaints Manager.

In Writing: Send us an email at info@bridgedentalclinic.co.uk or mail a letter to Bridge dental & Implant clinic, 415 Burton Road, Littleover, Derby. DE23 6AN.

Online Form: Fill out our online feedback form available on our website.

What Happens Next

Once we receive your complaint, we will:

Acknowledge Receipt: You will receive an acknowledgment within 48-72 hours to confirm that we've received your complaint.

Investigate & Resolve: We will thoroughly investigate the matter and keep you updated on the progress. Our aim is to resolve the issue as quickly as possible.

Inform You: Upon reaching a resolution, we will inform you of our findings and any actions taken.

Confidentiality & Fair Handling

Your complaint will be handled with the utmost respect, confidentiality, and fairness. We will ensure that your privacy is maintained throughout the process.

Continuous Improvement

We regularly review all complaints to identify trends and areas for improvement. Your feedback helps us enhance our services and prevent similar issues in the future.

Compliance and Transparency

Our complaints policy aligns with local regulations and standards. We are committed to transparent and accountable procedures in handling complaints.

Contact Us

If you have any questions regarding our complaints policy or want to provide feedback, please feel free to contact us on 01332 364630 or email us at info@bridgedentalclinic.co.uk

Escalation

This policy aims to be transparent, accessible, and reassuring for patients, demonstrating the clinic's commitment to resolving concerns effectively and improving the overall patient experience.

If you feel your complaint hasn't been adequately addressed, you have the right to contact relevant external regulatory bodies if necessary.



- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (Telephone: 08456 120 540) for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct
- The NHS England East Midlands Area Birch House, Ransom Wood Business Park, Southwell Road West, Mansfield, Nottinghamshire, NG21 0HJ Switchboard: 0300 3112233



Annual NHS complaints report

It is important that all practices keep records of complaints and are able to provide details to their primary care organisation.

Annual NHS complaints report

Name of Contractor/dentist:

NHS contract number:

Practice name:

Practice address:

Number of NHS complaints received during the year

Number of NHS complaints received during the year, which I decided were well-founded

Number of NHS complaints, which I have been informed have been referred to the Health Services Commissioner or Local Commissioner (as appropriate)

Summary of NHS complaints received¹:

Signed by contractor/for and on behalf of contractor*

Print name: Date:

¹Include subject matter of NHS complaint(s), any matters of general importance arising out of the NHS complaint(s) or the way in which they were handled and any matters or action which has been or is to be taken to improve services as a consequence of the NHS complaint(s).