



## 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 Northamptonshire Integrated Care Board, Haylock House, Kettering Parkway, Venture Park, Kettering, NN15 6EY. T: 01604 476999 <https://www.icnorthamptonshire.org.uk/contact>. You can find your local ICB by visiting <https://www.nhs.uk/nhs-services/find-your-local-integrated-care-board/>.

Tom Waterfall is the Complaints Manager and will be your personal contact to assist you with any complaints. We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

You can send your complaints to 58 Watling Street, Towcester, England, NN12 6AF, call us on 01327 358214 or email the Complaints Manager on [info@bridgedentaltowcester.co.uk](mailto:info@bridgedentaltowcester.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 to 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 ten 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.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments, or other solutions that meet your needs and resolve the complaint.

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.

When you receive our final response, if you are still not satisfied you can refer the matter for independent investigation. In the case of NHS treatment you can pursue your complaint with the NHS Ombudsman at Millbank Tower, 21 Millbank, Westminster, London, SW1P 4QP, 0345 015 4033 (Monday to Thursday from 9am to 4pm and Friday from 8.30am to 12pm )

In the case of private treatment you can pursue your complaint with the Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ, 020 8253 0800 (Monday - Friday, 9am - 5pm)