

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.

Sheena Clarke 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

The Old Forge, 24 Overleigh Road, Handbridge, Chester, Cheshire, CH4 7HL

Call us on 01244 677667 or email the Complaints Manager on braces@overleighorthodontics.com

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 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 ten working day 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.

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.

If you are dissatisfied with our response to a complaint you can contact the below for NHS or Private complaints .

NHS Complaints

If you are still unhappy about your NHS complaint, you can contact the Patient advice and liaison service, Patient experience team, NHS Cheshire and Merseyside, No 1 Lakeside, 920 Centre Park Square, Warrington, WA1 1QY. Telephone: 0800 132 996 Email: enquiries@cheshireandmerseyside.nhs.uk

Or

The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ.
phso.enquiries@ombudsman.org.uk. Tel 0345 015 4033. www.ombudsman.org.uk

Private Complaints

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk. private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue.