

Patient Complaints Procedure

It's our aim to always have satisfied patients, to meet your expectations of care and service to resolve any complaints as efficiently, effectively, and politely as possible. We take complaints very seriously, investigating them in a full and fair way to 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 the patient experience team at enquiries@cheshireandmerseyside.nhs.uk with 'For the attention of the complaints team' in the subject line.

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 acknowledgment 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](tel:01244677667)

Or email the Complaints Manager on braces@overleighthorthodontics.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 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.

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 132996](tel:0800132996)

Email: enquiries@cheshireandmerseyside.nhs.uk

OR

The Parliamentary and Health Service Ombudsman, City Gate, Mosley Street, Manchester, M2 3HQ. Email phso.enquiries@ombudsman.org.uk

Telephone [0345 015 4033](tel:03450154033)

www.ombudsman.org.uk

Private Complaints

GDC private dental complaints service can be contacted by calling [020 82530800](tel:02082530800) or visiting www.dentalcomplaints.org.uk.

Private Finance Plan Complaints

Financial Ombudsman - <https://www.financial-ombudsman.org.uk/complaint.info@financial-ombudsman.org.uk>

Call the helpline on 0800 023 4567

If you are dissatisfied with our response and your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found on www.financial-ombudsman.org.uk.