

Patient Complaints Procedure

We strive to ensure our patients are always satisfied with our care and service. In the event of any dissatisfaction, we aim to resolve complaints efficiently, effectively, and with the utmost politeness. We take all complaints seriously, investigate them thoroughly and fairly, and protect your confidentiality. Learning from complaints is integral to improving our services, and we assure you that we do not discriminate against patients who make complaints.

How to Make a Complaint

If you are not entirely satisfied with any aspect of our care or service, please inform us as soon as possible so we can address your concerns promptly. Romi, our Complaints Manager, will be your personal contact for any complaints.

You can submit your complaint in writing via:

1. Email: info@smilesbetterdental.com
2. Letter: Smiles Better, 243 Bury New Road, Whitefield, Manchester, M45 8QP

Response Time

Our Complaints Manager will aim to provide a full written response within 10 working days. If the Complaints Manager is unavailable, your complaint will be managed by either Rita or John.

Confidentiality and Records

We maintain comprehensive and confidential records of all complaints. These records are securely stored and accessible only to those directly involved in handling the complaint.

Outcome and Solutions

Upon reviewing your complaint, we will inform you of the outcome in writing. We will discuss the results and any practical solutions we can offer, which **may** include:

- Remaking dentures
- Refunding payments
- Referring you to a General Dental Practitioner (GDP), specialist, or a different Clinical Dental Technician for a second opinion
- Other appropriate solutions to resolve the complaint

Continuous Improvement

We regularly analyse patient complaints to learn from them and enhance our services. We always welcome your feedback, comments, suggestions, and complaints.

Further Action

If you are dissatisfied with our response, you can escalate your complaint to the relevant authority.

Contacts for Private Dental Treatment Complaints:

- General Dental Council (GDC) Private Dental Complaints Service
- Phone: 020 8253 0800
- Website: www.dentalcomplaints.org.uk
- Email: information@gdc-org.uk
- Phone: 020 7167 6000

Financial Ombudsman Service Contact Information:

If you are not satisfied with our response, you may refer the matter to the Financial Ombudsman Service:

- Helpline: 0800 023 4567
- Email: complaint.info@financial-ombudsman.org.uk
- Website: <https://www.financial-ombudsman.org.uk/>

We value your feedback and are committed to resolving any issues you may have. If you have any questions about this update or need further assistance, please do not hesitate to contact us.

Smiles Better Team

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Whitefield

Manchester

M45 8QP

0161-796-2404

info@smilesbetterdental.com