

# ACCESSIBLE ORTHODONTICS

## COMPLAINTS POLICY

- At Accessible Orthodontics we welcome and appreciate ALL Patient Feedback. We encourage **YOU**, our Patients, to inform us if any aspect of the service we provide to you that does not meet your expectations.
- At Accessible Orthodontics we are continually striving to deliver the highest possible level of service to ensure total Patient satisfaction. **YOUR** input is a vital part of our ongoing development.
- At Accessible Orthodontics, there are two ways **YOU** can offer your feedback or register a complaint.
  - i. We have a comprehensive Complaints Procedure in place to record and correct the cause of any Patient dissatisfaction. **ALL** of our employees are familiar with this and able to guide and assist you through this process. The ultimate goal of this procedure is to ensure a satisfactory and confidential solution for **YOU**.
  - ii. We have Feedback Forms that we welcome and encourage **ALL** our Patients to fill out at any stage during their treatment. **ALL** of our employees are familiar with this and able to guide and assist you through this process.
- Our Patient's ultimate satisfaction with our level of service is vital to the success of our practice. We are grateful for all feedback and treat this with the utmost respect and confidentiality.
- We are always happy to discuss any Patient concern or feedback in person.
- If you wish to make a complaint to an independent external source then you can contact NHS England directly – **03003 112 233**