



Patient Feedback & Patient Complaints Policy procedure.

- 'The Company' refers to SGA Services Ltd
- 'The Practice' refers to the Dental Practices owned by SGA Services Ltd.

SGA Services is committed to offering high standards of care and service to all our patients. We welcome all feedback, both positive and areas where we can improve, or if you have a complaint. We try to ensure that all patients are pleased with their experience of our service, and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve it to your satisfaction, both promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any concerns in your practice is the Practice Manager/Practice Lead.

- a) If you are unhappy about an aspect of your care, speak to a member of the reception staff either by telephone or at the reception desk. After listening to a description of the problem Practice Lead should be contacted. Should the designated person or other responsible person not be available at the time, you will be informed when she/he will be available, and arrangements will be made for you to meet the PM/ Practice Lead. The member of staff will take brief details of the concern and pass them to the Practice Owner
- b) If you write to express your concern, by letter or email, this will be passed on to the designated person in the case of administrative issues, and for clinical issues, to the treating dentist concerned who is responsible for the clinical care provided.

We will acknowledge in writing any concerns within 10 working days. If you have raised a concern in writing, the written acknowledgement will also include a copy of this Code of Practice. We will investigate the concern and report back to you within 14 working days. If, for any reason, we are unable to complete our investigations within 14 working days, we will notify you, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

St Pauls dental practice  
Unit 2 Ashley court  
153 Ashley Road BS6 5NW



Proper and comprehensive records are kept of any concerns/complaints received.

If, for any reason, you are not satisfied with the outcome or the procedure, you may write to the practice at the following address:

St Paul's Dental practice  
153 Ashley Road  
St Paul's  
BS6 5NW

Or you can email us at: [Demi@stpaulsdentalbristol.co.uk](mailto:Demi@stpaulsdentalbristol.co.uk)

c) If you are an NHS patient, you can contact the Ombudsman or you are a private patient, you can contact the Dental Complaints Service. Both NHS and Private patients can contact the Care Quality Commission. We will obviously try to avoid the matter escalating this far, however we understand that, sometimes, it is impossible to resolve matters and this is then the only way to proceed.

PALS :Uni.Hospital Bristol & Weston, NHS Foundation Trust, Pals Team ,Grange Road, Uphill, Weston Super Mare. Ph: 01934647216 E:

Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London, SW1P 4QP

Tel : 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Dental Complaints Service [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE14PA Tel: 03000

616161 <http://www.cqc.org.uk/contact-us>