



Patient Feedback and Complaints Policy

1. Policy Statement

Broadway Dental Practice is committed to providing a high standard of care and service to all patients. We value patient feedback as it helps us improve the quality of our services.

If a patient is unhappy with any aspect of their care or experience, we encourage them to let us know so that we can investigate the issue and resolve it as quickly and fairly as possible.

All complaints will be handled in a professional, confidential, and timely manner.

2. Aim of the Policy

The aims of this policy are to:

- Make it easy for patients to provide feedback or make a complaint
- Ensure complaints are dealt with promptly, efficiently, and fairly
- Learn from complaints to improve our services
- Ensure patients feel listened to and respected

3. Providing Feedback

Patients are encouraged to provide feedback about their experience at the practice.

Feedback can be given:

- In person at reception
- By telephone
- By email
- In writing to the practice
- Through patient surveys or feedback forms

All feedback is reviewed by the practice team to help improve patient care and service.

4. How to Make a Complaint

If a patient wishes to make a complaint, they should contact the practice as soon as possible.

Complaints can be made:

- In person at the practice
- By phone
- By email
- In writing

Practice Contact:

Broadway Dental Practice
198 Burnt Oak Broadway
Edgware
HA8 0AS

Phone: 0208 952 3323

Email: Broadwaydental@hotmail.co.uk



If possible, complaints should be made within 12 months of the event or when the issue first became known.

5. Complaints Manager

The practice has appointed a Complaints Manager responsible for handling complaints.

Complaints Manager: Reem Hassan

6. Our Complaints Procedure

Stage 1 – Acknowledgement

We will acknowledge receipt of a complaint within 5 working days.

Stage 2 – Investigation

The complaint will be investigated thoroughly. This may include reviewing records and speaking to staff involved.

Stage 3 – Response

We aim to provide a full written response within 20 working days explaining:

- What happened
- What we found during the investigation
- Any actions taken to prevent the issue happening again

If more time is needed, the patient will be informed.

7. If the Patient Is Not Satisfied

If the patient is not satisfied with the outcome of their complaint, they may refer the matter to:

For NHS Patients

NHS England

Website: www.england.nhs.uk

Independent Complaints Advocacy

NHS Complaints Advocacy Service

Dental Complaints Service (for private treatment)

Website: www.dentalcomplaints.org.uk

Phone: 020 8253 0800

8. Learning from Complaints

All complaints are recorded and reviewed by the practice.

Where appropriate we will:

- Review practice procedures
- Provide additional staff training
- Implement improvements to prevent similar issues

Complaints help us improve the quality of care we provide.

9. Confidentiality

All complaints will be handled confidentially and in accordance with data protection regulations.

Patient information will only be shared with those involved in investigating the complaint.