



Bridge Dental Clinic – Complaints Procedure

At the Bridge Dental Clinic we take our complaints very seriously and try to ensure that all our patients are pleased with our service. Your feedback helps to make your visits as easy and comfortable as possible. If we fail to meet these standards in any way please do let us know so that we can resolve any issues with you.

Our Approach

We like our patients to be confident in all members of our team and to be happy with all aspects of their care. If for any reason we have fallen short of the standards you expect we would like to hear from you.

Raising an issue

We would like you to contact the Practice Manager, either by telephone or email. She will listen your complaint and record it.

Resolution

We mostly find that any complaints can be resolved at an informal stage. If not we encourage you to use our complaints procedure.

Procedure

- Any complaint by telephone, email or in writing, will immediately be passed to the Practice Manager
- Please detail how you would like her to contact you, i.e by phone, email etc.
- She will aim to be in touch with you within 3 working days
- Depending of the nature of the complaint it may be handed over to the Dentist to deal with

Patient Records and Complaints

All records of complaint will be held separately from clinical notes.

Objectives

- Our aim is to resolve all complaints as speedily as possible
- Provide you with an explanation of what happened and why
- Explain what will be done to correct the situation and why
- Prevent a reoccurrence of the incident

If patients are not happy with the results then a complaint may be referred to: Dental Complaints Service, 0208 253 0800 or info@dentalcomplaints.org.uk

“Come in for a great smile.”



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