

## How to Complain

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

If you are unhappy with the treatment or care you have received, you have the right to complain, have your complaint investigated and be given a full and prompt reply.

### **Private Patients :**

Please contact the practice directly:

Write to: Millennium Dental Care , 130 Montreal Avenue , Horfield, Bristol. BS7 0NQ

Email: [mdcbristol@gmail.com](mailto:mdcbristol@gmail.com)

Tel : 01179694696

### **NHS Patients:**

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the [NHS Constitution on GOV.UK](#).

There are two ways you can make a complaint about NHS services:

You can complain to the healthcare provider: this is the organisation where you received the NHS service.

The person responsible for dealing with any complaint about the service that we provide at Millennium Dental Care is **Dr E Ahaley**, the practice Complaints Manager.

Tel: 01179694696

Email: [mdcbristol@gmail.com](mailto:mdcbristol@gmail.com)

Or

You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

(NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board)

You can do this by:

Telephone: 0117 900 2655 or 0800 073 0907 (freephone)

E-mail: [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

Writing at: Customer Services Team  
NHS Bristol, North Somerset and South Gloucestershire ICB  
360 Bristol – Three Six Zero  
Marlborough Street  
Bristol  
BS1 3NX

**\*\* Complaints about NHS treatment can only be dealt with by the practice or NHS England ICB. Patients cannot complain to both contacts.\*\***

If patients are not satisfied with the result of our procedure, then a complaint may be referred to the contacts below.

### **NHS Complaints**

- Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS treatment.

### **Private Complaints**

- Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ
- (020 8253 0800 or online at <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>).