Experience and Complaints Team – Key Points

Complaints, Concerns and Compliments

Telephone: 0300 124 5400*
Email: sirona.experienceandcomplaints@nhs.net

About Us

Sirona Care & Health is a non-profit organisation that provides health and social care services. They want to hear from you!

- Do you have questions about our services?
- Do you need help with something?
- Are you unhappy with something?
- Do you want to tell us we they did a good job?

You can write to us at:

Experience and Complaints Team
Sirona care & health
Badminton Rd Office
Badminton Road
Yate BS37 5AF

If you have a concern...

Talk to the staff member involved or their manager first. If that doesn't work, the **Experience and Complaints Team** can help.

If you have a complaint...

The **Experience and Complaints Team** will investigate and try to resolve it within 25 working days. We will keep you informed of any delays.

Date of creation: 05/2026 **Date for review: 05/2028** **URN: 0004**
Sirona care & health CIC, Badminton Rd Office, 2nd Floor, Badminton Rd, Yate, BS37 5AF

Accessibility Approved

What happens next?

- The team will investigate your complaint.
- They will work with you to find a solution.
- They will keep you updated.

Free Help Making a Complaint- Local Advisory Services

South Gloucestershire or Bristol resident: VoiceAbility

- Phone: 0300 3037 660
- Email: helpline@voiceability.org
- Website: www.voiceability.org

North Somerset resident: The Advocacy People

- Phone: 0330 440 90000
- Email: info@theadvocacypeople.org.uk
- Website: www.theadvocacypeople.org.uk

If you're not happy with the response...

You can appeal for an independent review.

We also want to hear compliments!

Let them know if you're happy with the service you have received.

We want you and the people who help you to understand what we send. If you need help with this letter or leaflet please tell us.

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Please scan the QR code to listen to an audio version of this statement.