Experience and Complaints Team

Complaints, Concerns and Compliments

Telephone: 0300 124 5400*

Email: sirona.experienceandcomplaints@nhs.net

Scan the QR code to view our page on the Sirona care and health website.

Sirona care & health

“As a not-for-profit organisation, our only priority is caring for you”

The Service Aims to:

- Advise and support users, their families and carers
- Provide information on our health and social care services
- Listen to your concerns, suggestions or queries
- Address problems on your behalf

How to make a complaint, raise a concern or compliment us

This leaflet explains how to raise a concern, make a complaint or tell us when we have done something well.

Your feedback helps us to improve the quality of the services we provide. Complaints, concerns and compliments can be made in writing, over the phone or by email.

Contact details:

Address: Experience and Complaints Team

Sirona care & health
Badminton Rd Office
2nd Floor
Badminton Road
Yate
BS37 5AF
Website: www.sirona-cic.org.uk
(Mon-Fri 8.30 am to 4.30 pm)

Concerns

Many issues can be resolved by talking directly to the staff member involved or their manager. Alternatively, the Experience and Complaints Team will liaise with the Service Manager on your behalf and they will contact you confirming what has been done to redress your concerns.

Complaints

In the first instance, our Experience and Complaints Team will contact you about the issues, clarify what it is you are unhappy about, and how you would like us to put things right for you.

You will receive a letter from the Experience and Complaints Team acknowledging your complaint and outlining how long it will take us to investigate and find a resolution.

If possible we will always try to resolve your complaint within 25 working days. However, circumstances outside of our control sometimes prevent this from happening but we will always keep you informed of any delays.

What happens to your complaint?

The Experience and Complaints Team will act as your point of contact within Sirona. All complaints will be investigated by the Service Manager and, where appropriate, another manager who will act as an independent investigator.

Our Chief Executive will review and sign all complaint response letters.
Once the investigation has been completed an action plan will be agreed with the relevant Director ensuring any improvements to our services are taken forward.

Do you need help making a complaint?
If your complaint is about health care and you are a South Gloucestershire resident, VoiceAbility offers free independent and confidential advice and can support you with your complaint.

VoiceAbility Contact Details:

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

If you are a North Somerset and Bristol resident and your complaint is about your health care, the free advocacy service is provided by The Advocacy People.

The Advocacy People Contact Details:

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

What happens if you are not happy with our response to your complaint?

If you are still unhappy with the outcome following receipt of our response to your complaint, you can appeal and ask for an independent review.
The Ombudsman will only accept complaints once you have been through our complaints process.

You can also appeal to the Parliamentary and Health
Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester,
M2 3HQ
Email: phso.enquiries@ombudsman.org.uk
Helpline: 0345 015 4033
Fax: 0300 061 4000

Compliments
In addition to listening to your concerns we always welcome compliments and positive feedback and will always share good practice and pass these on to our staff.

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.

We can help with larger print, audio (a message to listen to), Easy read, British Sign Language or this information in another language. Please contact this service.

You can phone us on **0300 124 5400** or email us at **sirona.experienceandcomplaints@nhs.net**

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

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