# How to Make a Complaint About Sirona care and health Services

**We use easy words and pictures in this accessible information**



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Sirona care & health CIC, **Badminton Rd Office**, **2nd Floor, Badminton Rd**, **Yate**, **BS37 5AF**

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If you are unhappy about a Sirona service, you can make a complaint and tell us why.

We will listen to what you have to say.

You can call us on **0300 124 5300**

You can email us at:

**sirona.experienceandcomplaints@nhs.net**

You can write to us at:
Customer Care Service
Sirona care & health CIC,
Badminton Rd Office
2nd Floor, Badminton Rd
Yate
BS37 5AF

You can ask a friend, relative or advocate to help you make the complaint.

If you live in South Gloucestershire, you can get help from an advocate here:

**VoiceAbility**

Phone: **0300 3037 660**

Email: **helpline@voiceability.org**

Website: **www.voiceability.org**

If you are a North Somerset and Bristol, you can get help from an advocate here:

**The Advocacy People**

Phone: **0330 440 90000**

You can also get help from:

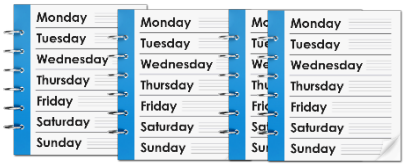
**North Somerset People First**

Phone: **01934 426086**

Website: www.nspf.co.uk

When we get your complaint, we will contact you.

**Complaint received**




It can take 8 weeks to look at your complaint.

**8 weeks**

We might need to talk to someone else to find out what happened, and we will ask you if it's OK for us to do this.

When we have finished, we will contact you.





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We can meet with you to talk about this if you would like.

If you are not happy with the way your complaint was looked at you can talk to the Parliamentary and Health Service Ombudsman.

Address:
Parliamentary and Health Service Ombudsman
Millbank
Tower Millbank
London
SW1P 4QP

Phone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

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