



For more information:





T: 0300 124 5300*
E: sirona.customercare@nhs.net
W: www.sirona-cic.org.uk

* Calls from landline are charged up to 10p per minute; calls from mobiles vary, please check with your network provider. This is not a premium-rate number.

This document can be provided in other formats and languages, please contact us for more information.

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Registered Office:
Sirona care & health CIC,
2nd Floor, Kingswood Civic Centre,
High Street, Kingswood,
Bristol BS15 9TR
Company Number: 07585003

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Customer Care Service

Complaints, Concerns and Compliments





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.

Our contact details are:

Customer Care Service
Sirona care & health,
2nd Floor,
Kingswood Civic Centre,
High Street,
Kingswood,
Bristol BS15 9TR

Email: sirona.customercare@nhs.net

Phone: 0300 124 5400*
(Mon–Fri 8.30 am to 4.30 pm)

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Website: www.sirona-cic.org.uk



Concerns

Many issues can be resolved by talking directly to the staff member involved or their manager. Alternatively, the Customer Care Service 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 **Customer Care Service will contact you about the issues you are raising, 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 Customer Care Service 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 30 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 Customer Care Service 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 you are a South Gloucestershire or Bristol resident and your complaint is about your health care, the free advocacy service is provided by Well Aware at the Care Forum.

You can contact them at:

The Care Forum,
The Vassall Centre,
Gill Avenue,
Fishponds,
Bristol BS16 2QQ

Phone: 0808 8085252
(Freephone)

Email: info@wellaware.org.uk

Website: www.wellaware.org.uk

If your complaint is about health care and you are a Bath and North East Somerset or North Somerset resident, SEAP offers free independent and confidential advice and can support you with your complaint.

You can contact them at:

SEAP Advocacy,
PO Box 375,
Hastings TN34 3UY

Phone: 0330 440 9000

Fax: 01424 204687

Email: info@seap.org.uk

Website: www.seap.org.uk



If your complaint relates to our Residential and Extra Care facilities, you can appeal to **Bath & North East Somerset Council**:

Complaints Procedure Manager,
 Children’s Service and Adult
 Social Care,
 People and Communities
 Department,
 Bath and North East Somerset
 Council,
 PO Box 3343,
 Bath BA1 2ZH

Phone: 01225 477931

Fax: 01225 393115

Email: complaints_proceduremanager@bathnes.gov.uk

Website: www.bathnes.gov.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.

If your complaint is related to health care, you can appeal to the **Parliamentary and Health Service Ombudsman**:

The Parliamentary
 and Health Service
 Ombudsman,
 Millbank Tower,
 Millbank,
 London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Helpline: 0345 015 4033

Fax: 0300 061 4000

Website: www.ombudsman.org.uk

If your complaint is related to social care, you can appeal to the **Local Government Ombudsman**:

The Local Government
 Ombudsman Service,
 PO Box 4711,
 Coventry,
 CV4 0EH

Email: advice@lgo.org.uk

Helpline: 0300 061 0614 or
 0845 602 1983

Fax: 0247 682 0001

Website: www.lgo.org.uk



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.