



Embrace life with a beautiful smile

Complaints Policy

Do you have any comments or complaints about our service?

Our aim is to provide you with a high standard of care at all times and to deal quickly, courteously and effectively with any problems which may arise. We also aim to make improvement to our service based on what patients tell us.

Do you have any comments or suggestions about the service we provide? We would be please to hear from you. You can drop a note into our reception or contact us at any time.

smile@m-braceorthodontics.com

Airdrie: 01236 767308

Bathgate: 01506 653535

Dunfermline: 01383 723693

Glenrothes: 01592 757557

Are you unhappy or have any concerns about any aspect of your care? If so, we have a Patient Complaints Procedure to enable us to deal with complaints in line with the NHS Complaints Procedure. Any member of staff can give you details and a copy of our procedure on request.

The Practice Feedback and Complaints Officer is the **Practice Manager**.

If you are not happy with our response, or if you are not happy with the way we are dealing with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to consider their complaint further.

For Airdrie Patients:

Patient Advice and Support Service

www.patientadvicescotland.org.uk

NHS Inform

Helpline 0800 22 44 88 (textphone 18001 0800 22 44 88); www.nhsinform.co.uk; the Looking Local iPhone app; NHS Scotland's Digital TV Service (Sky and Virgin Media).



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The Lanarkshire NHS Board Feedback and Complaints Officer:

Patient Affairs Manager, Patient Affairs Department, Kirklands Hospital, Fallside Road, Bothwell. G71 8BB.

Lanarkshire Health Board Patient Services – **01698-858321**

Email : Laura.Jack@lanarkshire.scot.nhs.uk

Scottish Public Services Ombudsman (SPSO)

Bridgeside House, 99 McDonald Road, Edinburgh. EH74NS

Tel.: 0800 377 7330

www.spsso.org.uk

Freepost EH641, Edinburgh EH3 0BR

General Dental Services (for complaints about private treatment)

Dental Complaints Service

Stephenson House, 2 Cherry Orchard Road, Croydon. CRO 6BA

Tel.: 08456 120 540 at local rate (Mon-Fri, 9.00am – 5.00pm)

info@dentalcomplaints.org.uk

www.dentalcomplaints.org.uk

Financial Ombudsman

complaint.info@financial-ombudsman.org.uk

Call the helpline on 0800 023 4567

<https://www.financial-ombudsman.org.uk/>

For Bathgate Patients:

Patient Advice and Support Service

www.patientadvicescotland.org.uk

NHS Inform

Helpline 0800 22 44 88 (textphone 18001 0800 22 44 88); www.nhsinform.co.uk; the Looking Local iPhone app; NHSScotland's Digital TV Service (Sky and Virgin Media).

NHS Lothian Customer Relations and Feedback Team:

Waverley Gate, 2-4 Waterloo Place, Edinburgh. EH1 3EG.

Tel : 0131-536-3370 Email : craft@nhslothian.scot.nhs.uk



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<https://www.financial-ombudsman.org.uk/>

For Dunfermline and Glenrothes Patients:

Patient Advice and Support Service

www.patientadvicescotland.org.uk

NHS Inform

Helpline 0800 22 44 88 (textphone 18001 0800 22 44 88); www.nhsinform.co.uk; the Looking Local iPhone app; NHS Scotland's Digital TV Service (Sky and Virgin Media).

NHS Fife Feedback and Complaints Team:

NHS Fife, Fife House, 6th Floor, North Street, Glenrothes. KY7 5LT.

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Bridgeside House, 99 McDonald Road, Edinburgh. EH74NS

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