

UK Align Clinics Ltd Complaints Policy.

UK Align Clinics Ltd aims to achieve the best possible outcomes for both clinical results for patients as well as best practice for employees, clients or members of the community.

If you have complaint or concern about the service you have received from our practice please let us know.

We hope that most problems can be sorted easily and quickly, often at the time they are raised and with the person concerned.

If your problem can not be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at the most a few weeks – this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have the details of your complaint not more than 2 calendar months of the incident complained about. We will acknowledge in writing within 10 working days.

Please fill in our compliant form here: [Complaints Form](#)

Your complaint form should be sent to:

UK Align Clinics Ltd

261 Heathwood Road
Cardiff,
CF14 4HS.

Or emailed to:

info@alignclinics.co.uk headlined 'Formal Complaint'

You may write to us, telephone or complete our complaint form and sent back to us to discuss your concerns. The complaints process will be explained to make sure that your concerns are dealt with promptly.

Where a complaint is taken verbally, an account of the issue raised will be documented and a copy of this will be sent to you. The statement will invite you to amend or add to the content.

What we will do:

We will acknowledge your complaint within two working days and advise when we anticipate to provide a full response to you. This will be no later than 15 working days later.

When we look into your complaint, we will aim to:

- Find out what happened.
- Make it possible for you to discuss the problem with those concerned
- Make sure you receive an apology, where it is appropriate
- Identify what we can do to make sure the problem does not happen again by learning from events.

Our Promise

- A complaint can be: written, telephoned, in person and/or complete the complaint form.
- All complaints are taken seriously.
- A complaints form will be completed and sent to the person in question if a matter cannot be resolved on the spot.
- All complaints will be dealt with in a polite manner.
- Complaints will be dealt with fairly and promptly.

When a complaint is received the following steps will be taken:

- A complaint form is completed and updated throughout the process.
- The complaint is logged on the Complaints Register
- A letter will be sent to the complainant acknowledging receipt of the complaint. Contact details will be provided to the patient to take matters further or discuss their experience with management at UK Align Clinics Ltd.
- The complaint will be forwarded onto the relevant line/staff manager to investigate.
- Where the complaint cannot be responded to in full, an interim letter is sent to the individual with any update.
- A final letter is sent to the individual no later than 15 working days following the complaint. The complaint should include an apology where appropriate, action taken and future action to ensure there is no repeat.
- A copy of all correspondence relating to the complaint is stored in the complaints folder. Complaints are reviewed at management review meetings.
- Where a complaint relates to an individual the matter is discussed with them and appropriate action taken where necessary.