

## Complaints Handling

At Bremadent Dental Laboratory we try to ensure highest standard of service and take complaints very seriously. We recognise that communication errors, mistakes and misunderstandings can happen within Dentistry and we feel that it is important to have a complaints procedure to handle a situation effectively and promptly, as we want to rectify any problems and prevent it from happening in the future.

The complaints procedure exists to ensure we record any adverse communication between us and our clients or prescriber's and that any such communications are followed up, analysed and resolved. The complaints procedures helps us to highlight trends, whether these be reoccurring issues with specific clients, problems with materials, or training needs of staff members for example.

We will aim to answer your complaint within a few days, with an investigation into the relevant information associated with the complaint. In certain cases it may take longer if we need to gather information and investigate further with research on materials or suppliers. We will contact you on the progress of your complaint.

Once we have analysed the complaint from the findings of the information associated, we will then proceed to resolve the complaint with a form of action to be taken via a phone call, email or letter. Our main aim is to listen, analyse, resolve and prevent re occurrence of your complaint. A follow up call, email or letter will be sanctioned to ensure the issue has been resolved. The complaint will be logged and reviewed as part of our quality control procedures.

How to make a complaint:

- Phone: 0208 520 8528
- Email: [office@bremadent.co.uk](mailto:office@bremadent.co.uk)
- Letter: 25a St James, Street, Walthamstow, London E17 7PJ

Complaints are most effective in the form of an email and all complaints are handled by Kashif Qureshi.