



The Bridge Clinic

The Bridge Clinic, 156-160 Bridge Road, Maidenhead, Berkshire, SL6 8DG.

Telephone: 01628 760900 Facsimile: 01628 760909

email: admin@bridge-clinic.com www.bridge-clinic.com

Patient Complaints Procedure

The Bridge Clinic hopes to deal with all complaints in an effective and efficient manner.

Please notify us of your concerns as soon as you are able, to enable us to resolve any issues as promptly as possible for you.

All complaints are dealt with under the clinic's Complaints Policy.

In the first instance complaints of a clinical nature should be made to the Matron and for non-clinical matters to the Business Office Manager.

If your complaint is not resolved to your satisfaction please write to:

The General Manager
The Bridge Clinic
Oldfield Lodge
Bridge Road
Maidenhead
SL6 8DG

All complaints will be acknowledged within 2 working days and a full response provided within 20 working days. If this is not possible you will be kept fully informed.

If you are not happy with the outcome of your complaint or with the clinic's handling of the complaint you may refer to the Care Quality Commission's leaflet "How to complain about a health or social care service".

Copies are available from the General Manager.