



Complaints Policy

Engreco Healthcare, trading under Engreco Group Ltd (Company Registration No. 13800437 | VAT Registration No. 474851068 | MHRA Registration No. 24173), provides bespoke dental and maxillofacial prosthetic services to clinical professionals and organisations. At Engreco Healthcare, we are committed to delivering safe, effective, and patient-centred care across all areas of our service, including our clinical practice, dental and maxillofacial laboratory, and our third-party partnerships. We take all complaints seriously and aim to resolve them fairly, promptly, and in full compliance with relevant UK regulations and professional standards.

1. Scope of this policy

This policy applies to:

- Complaints raised by patients, clinicians, or partner organisations (NHS Trusts, private dental/medical practices)
- Concerns relating to:
 - Clinical treatment provided directly by our clinicians
 - Devices manufactured or supplied by our dental and maxillofacial laboratory
 - Services provided on behalf of third-party referrers or commissioners

We are regulated by the Care Quality Commission (CQC), and our staff are registered with professional bodies such as the GDC, HCPC, and MHRA, which mandate clear and effective complaint handling processes.

2. How to make a complaint?

We offer several ways for patients, clinicians, or partners to raise concerns or submit a complaint.

Verbal Complaints (in person or by phone)

- Our team will listen respectfully and attentively to your concerns.
- Where appropriate, we will offer to refer you directly to our Complaints Lead.
- If the Complaints Lead is unavailable at the time, we will take a brief summary of your concern along with your contact details to pass on.
- All verbal complaints will be acknowledged within 3 working days.

Written Complaints (email or letter)

- Written complaints should be sent to the relevant Engreco location using the appropriate email address found on our website, or by post to our head office:

Engreco Healthcare

Unit 3, The Stanbridge Buildings
Stanbridge Road, Leighton Buzzard
LU7 4QQ, Bedfordshire
info@engreco.co.uk

- All written complaints will be acknowledged within 3 working days of receipt and forwarded to the Complaints Lead for review.

3. Investigation Process

Once a complaint is received:

- The Complaints Lead will carry out a fair and proportionate investigation, in accordance with CQC Regulation 16 and GDC/HPCPC complaint handling standards.
- If the issue is clinical or technical in nature, it may be referred to the relevant treating clinician or technician—unless you request otherwise.
- If the complaint relates to a device, appliance, or third-party case, we may consult with the prescribing clinician or commissioning party for context and resolution.
- We aim to provide a written response within 10 working days. If further time is needed, we will inform you of the reason and expected resolution date.

You will be kept updated throughout the process and can choose to receive responses by email, phone, or post.

4. Escalation and Further Action

If you are dissatisfied with the outcome of your complaint, you may escalate your concern to the appropriate external body:

- **GDC** (General Dental Council) – for concerns about registered dental professionals
- **HPCPC** – for prosthetists or healthcare scientists
- **CQC** – for concerns about regulated healthcare services
- **MHRA** – for issues relating to medical devices
- **NHS England / ICB** – if referred through NHS commissioning
- **Dental Complaints Service (DCS)** – for private dental care complaints
- **Local NHS Trust complaints departments** – if the service was provided under a service-level agreement

We will provide contact details and guidance upon request.

5. Confidentiality and data handling

In line with the UK GDPR and Data Protection Act 2018, all complaints are handled confidentially. In some cases, particularly where clinical or legal matters are involved, we may need to seek advice from our:

- Professional indemnity providers
- Legal advisors
- Regulatory bodies

In doing so, only the necessary information will be shared, and always in line with data protection and confidentiality policies.

6. Our commitment to learning

Engreco Healthcare views complaints as an opportunity to learn and improve. All complaints are logged, reviewed regularly, and used to:

- Enhance service quality and patient safety
- Improve communication with third-party partners
- Train and support staff across our clinical and laboratory teams

7. Policy review

This policy will be reviewed annually or earlier if required by changes in legislation, regulatory guidance, or internal protocols.

Last Review Date: 04/07/2025

Next Review Due: 03/07/2026

If you have any concerns or wish to provide feedback, positive or negative, we welcome your voice. Our aim is to provide reassurance, resolution, and above all, respectful care to everyone who interacts with Engreco Healthcare.

For any further clarification or assistance, please contact us directly at **+447568338611**.

We thank you for your continued trust in Engreco Healthcare!