



Complaints Policy

Version 2.0



Purpose

Envisage Dental UK is committed to providing high-quality dental care and a positive experience for everyone who interacts with our group, whether as a patient, a colleague, a supplier, or a member of the wider community.

This policy sets out how we receive, handle, and learn from complaints. We view every complaint as an opportunity to improve. We take concerns seriously, respond with care, and act with transparency.

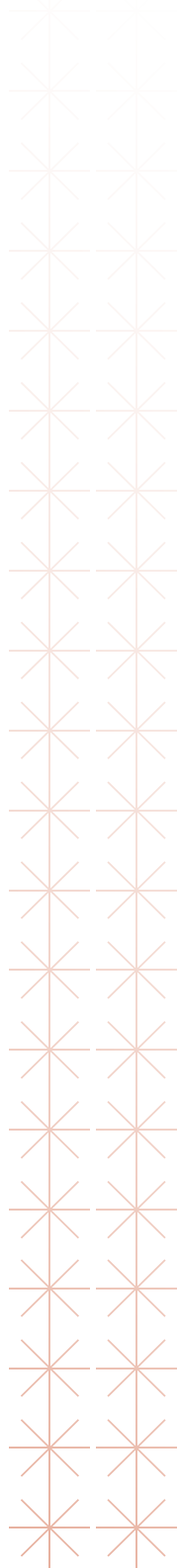
This policy has been developed in alignment with our B Corp certification commitments, reflecting our accountability to people, communities, and the environments in which we operate.

Our philosophy

At the heart of everything we do at Envisage Dental UK is a genuine commitment to the people we care for and work alongside. We believe that outstanding dental care goes beyond clinical excellence, it is built on trust, honesty, and respect.

When something goes wrong, or falls short of what you expected, we want to hear about it. We do not view complaints as unwelcome. We view them as a vital part of how we grow, improve, and remain accountable to our patients, our colleagues, and our broader stakeholder community.

This ethos is embedded in our B Corp values: we are accountable not just to those we serve directly, but to society at large. We handle every complaint with the same care and professionalism we bring to clinical care.



Scope

This policy applies to formal complaints raised with Envisage Dental UK as a group. Many concerns are best, and most quickly, resolved through the relevant local or specialist process. We encourage you to use the right channel for your situation:

Patient complaints

Concerns about clinical care, treatment, or your experience at one of our clinics.

Email your local clinic manager. Contact details are available on your clinic's website.

Colleague grievances

Workplace concerns, interpersonal issues, or employment-related matters.

Please refer to our internal resolution procedures.

Supplier concerns

Issues relating to procurement, supply chain conduct, or supplier relationships.

procurement@envisage-dental.co.uk

Investor concerns

Concerns from investors about Envisage Dental UK.

Raise directly at monthly Board meetings, or through this formal complaint's procedure.

Whistleblowing

Concerns about wrongdoing, illegal activity, or serious risks to people or the public.

Refer to our internal whistleblowing policy, or contact hello@envisage-dental.co.uk

Modern slavery

Concerns about exploitation, forced labour, or human rights violations in our supply chain.

procurement@envisage-dental.co.uk

Environmental community

Concerns about our environmental impact or effect on local communities.

hello@envisage-dental.co.uk

If you are unsure which route applies to your concern, contact us at hello@envisage-dental.co.uk and we will direct you to the right process.

How to raise a complaint

Envisage Dental UK accepts complaints by the following routes:

01

In person or by telephone

Speak directly with the clinic manager or a senior team member at the relevant location. We encourage this as the fastest route to resolution for patient-related concerns.

02

By email

Send your complaint to hello@envisage-dental.co.uk. Please include your name, contact details, a description of your concern, any relevant dates, and, importantly, what outcome or resolution you are hoping for.

03

By post

Write to Envisage Dental UK, Group Complaints, Aviary Court, Wade Road, Basingstoke RG24 8PE, including the same details as above.

Please note: if your concern relates to patient care, a colleague grievance, a supplier matter, or whistleblowing, you will be directed to the relevant policy and process. Centralised complaints handling is reserved for group-level concerns.

What happens if you raise a complaint

Once a complaint reaches us, we follow the same simple steps, so you know what to expect:

01

Acknowledge

We confirm we have received your complaint, usually within 3 working days, and let you know who is looking into it.

02

Review and accept

We check the complaint against the grounds set out in this policy. If we cannot accept it, we explain why (see “If we cannot accept your complaint” below).

03

Investigate

We look into the concern, speak with the people involved where relevant, and gather what we need to understand what happened.

04

Update you

We keep you informed of progress and let you know if more time is needed.

05

Respond and resolve

We provide our response, agree any actions, and confirm with you when the complaint is closed.

Specific response timescales for each complaint type will vary and be proportionate to the issues raised.

How we reach a resolution

Our aim is to resolve every complaint fairly and as close to the point of concern as possible. Depending on the nature of the complaint, a resolution may include an explanation, an apology, a change to how we do things, a learning point shared with the relevant team, a goodwill gesture, or a refund where appropriate.

Most complaints are resolved directly between you and the team handling the concern. Where a complaint is more complex, we may involve a senior colleague or, in rare cases, an independent third party (for example, a regulator or external mediator) to help us reach a fair outcome. We will agree the resolution with you wherever possible and confirm in writing once the complaint is closed.

Confidentiality and non-retaliation

All complaints received by Envisage Dental UK are handled in strict confidence. Information will only be shared with those who need to be involved in investigating or resolving your concern.

Where possible, we will tell you at the outset who needs to be involved, and we will seek your consent before sharing your information with anyone beyond that. Any breach of confidentiality by a member of our team is treated as a disciplinary matter.

We have a firm non-retaliation commitment. No one, patient, colleague, or external stakeholder, will be treated less favourably for raising a concern in good faith. Any attempt to discourage or penalise someone for making a complaint will itself be treated as a serious matter.

Where a complainant requests anonymity, we will make every reasonable effort to respect that request, while acknowledging that anonymity may limit our ability to investigate or respond fully.

Timescales for response

Envisage Dental UK is committed to acknowledging and responding to all complaints promptly. The timescales we follow are determined by the standards set by the relevant regulatory body for each complaint type:

Patient complaints

NHS and private dental complaints handling requirements

General Dental Council (GDC) / CQC

Colleague grievances

Statutory grievance procedures

ACAS Code of Practice

Supplier/procurement

Internal procurement policy timescales

Internal policy

Whistleblowing

Protected disclosure handling

Public Interest Disclosure Act (PIDA)

Modern slavery

Supply chain due diligence and reporting

Modern Slavery Act 2015

Group-level complaints

Acknowledgement within 3 working days; full response within 20 working days or as soon as reasonably practicable

This policy

Where a complaint is complex or requires input from multiple parties, we will keep you informed of progress and provide a revised timeline. If you remain dissatisfied with our response, you may escalate to the relevant external body.

Grounds for accepting a complaint

Envisage Dental UK will accept a complaint where it relates to an experience or concern within the last 12 months, unless there are exceptional circumstances that justify a longer period. To be accepted, a complaint should meet the following criteria:

- ✓ It relates to an action, decision, or standard of service attributable to Envisage Dental UK or a clinic within our group
- ✓ It has not already been fully investigated and responded to through a previous complaints process
- ✓ It is raised in good faith and is not vexatious, frivolous, or intended to cause harm
- ✓ It is not subject to active legal proceedings (in which case we will seek legal guidance before responding)
- ✓ Sufficient information has been provided to allow us to identify and investigate the concern
- ✓ The complainant has indicated, as far as possible, what outcome or resolution they are seeking, this helps us respond meaningfully and ensures we understand what would constitute a satisfactory conclusion

We recognise that not every complaint will have a clear or simple resolution. Where the desired outcome is unclear, we will work with you to understand your expectations before beginning our investigation

If we cannot accept your complaint

In the rare event that we cannot accept a complaint, for example, where it falls clearly outside the grounds above, we will let you know in writing. We will explain why, point you to the right route if there is one (for instance, an external regulator), and let you know how to ask us to reconsider if you believe we have got it wrong.

How we keep complaints on track

Complaint reports are reviewed monthly by the Head of Compliance. Emerging themes and higher-risk cases are discussed with the Chief Operating Officer to determine whether additional support, oversight or escalation is required.

This provides ongoing oversight of complaint management and supports the timely resolution of complex, high-risk or potentially reputationally significant complaints.

Avoiding conflicts of interest

To make sure complaints are handled fairly, the person looking into a complaint will not be directly involved in the matter being complained about. Where that is unavoidable, for example, in a small team, the complaint is handed to another senior colleague or to the Head of Compliance, who has overall responsibility for the complaint's procedure.

For more serious or sensitive complaints, we may involve an independent third party (such as a regulator or external mediator) to ensure the decision-making is impartial.

How stakeholders are told about this policy

We make sure each of our main stakeholder groups knows how to raise a concern with us:

- ✱ **Patients** - through information available at each clinic and on clinic websites.
- ✱ **Colleagues** - at induction, through internal policies, and in workplace notices.
- ✱ **Suppliers and partners** - through our procurement onboarding and ongoing relationship.
- ✱ **Investors** - through Board meeting materials and Group communications.
- ✱ **Community and other external stakeholders** - through our website.

Availability of this policy

This policy is published on the Envisage Dental UK website, so it is freely accessible to all stakeholders.