

November 2021

What to do if you have a complaint:

In this practice we take complaints and comments very seriously and try to ensure that all our patients are pleased with their experience of our service. When a patient complains, we endeavour to deal with the matter promptly and with courtesy so that a resolution can be achieved as quickly as possible.

If you wish to raise a complaint in person you will be referred to the Complaints Manager, Luisa Dalla Riva, immediately. If the Complaints Manager is not available at the time, then arrangements will be made for you to speak to your dentist or another clinician at the practice. On raising the complaint, notes will be recorded onto a Complaint Form, and this will be passed on to the Complaints Manager. If you wish to raise a complaint via the telephone, in writing or by e-mail it will be passed on to the Complaints Manager at the earliest opportunity.

We hope that most complaints can be sorted out easily and quickly at the time they arise. If your problem cannot be dealt with in this way, please let us know as soon as possible, ideally within days, or a few weeks at the most. The complaint should be made within 12 months of the date of incident or 12 months of the date of knowledge.

We operate a complaints procedure which adheres to national guidelines. Please ask for a copy.

What we will do:

We will acknowledge your complaint as soon as possible, ideally the same day but no later than three working days and we will aim to investigate the matter as soon as practicable. If the complaint investigations take longer than anticipated, the Complaints Manager will contact you at least every ten working day to keep you informed of the reason for any delays; the progress of the investigation and the proposed date it will be completed. Once the complaint has been investigated you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We believe that our practice complaints procedure offers the best chance of putting right whatever gave you cause for complaint and also an opportunity to improve our practice. However, if we are unable to resolve the matter in-house it will be directed to the Parliamentary and Health Service Ombudsman or Dental Complaints Service (private patients) for resolution in the first instance.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints

If you feel you cannot raise the matter with us, you should contact:

NHS

Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
03450154033, www.ombudsman.org.uk
or
NHS England, PO Box 16738, Redditch, B97 9PT,
03003112233, England.contactus@nhs.net

Private

Dental Complaints Service, (funded by General Dental Council), 37 Wimpole Street, London, W1G 8DQ.
info@dentalcomplaints.org.uk, dcs.gdc-uk.org, 020 8253 0800

Both

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ, 020 7167 6000
Care Quality Commission, Citygate, Gallowgate Newcastle upon Tyne NE1 4PA, 03000 616161, enquiries@cqc.org.uk