

Making a Complaint

This practice takes all complaints very seriously.

Our aim is to provide a friendly and professional service for all our patients and we strive to ensure your visits to us are as pleasant as possible.

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible because this will enable us to establish what happened more easily.

In the event that you have a complaint please speak directly, or write to the Practice Manager or Principal Dentist.

What we will do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date it was raised.

We will then be in a position to offer an explanation or meeting as appropriate.

If there are any delays in this process we will keep you informed.

When we look into a complaint, we aim to:

- Find out what happened and what, if anything, went wrong.
- Make it possible for you to discuss the problem with those concerned.
- Identify what we can do to make sure the problem does not happen again.

At the end of our investigation we will your discuss your complaint with you in detail, either in person or in writing.

Complaining on behalf of someone else

The rules of medical confidentiality will be adhered to if a complaint is made on behalf of someone else.

A note signed by the person concerned will be required to allow their complaint to be investigated, unless they are incapable of providing this (for example because of illness).

Satisfaction

If your complaint is not resolved to your satisfaction you can approach one of the following bodies:

The Dental Complaints Service, if your complaint is about private dental care.
www.dentalcomplaints.org.uk
Tel: 08456 120 540

NHS England, if your complaint is about NHS dental treatment.
email: england.contactus@nhs.net
or call NHS Direct on 0845 4647

The Care Quality Commission
www.cqc.org.uk

Help us to get it right

We are constantly trying to improve the service we offer, so we encourage all our patients to let us know when we have done something well, or if you have suggestions as to how we can do something better.