

## Patient Complaints Procedure

If you are not entirely satisfied with any aspect of our care or service please let us know to allow us to address your concerns. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the relevant clinician concerned, as most are self employed at the Practice, which means we provide them only with a service.

Our Complaints Manager will assist you with your complaint. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, this will be acknowledged in writing within 3 working days and a full response will be provided in writing as soon as practical.

If the Complaints Manager is unavailable, we will arrange for another senior member of the team to respond to your complaint. We will keep comprehensive and confidential records of your complaint, which will only be accessible by those who need to know.

We will seek to complete investigations within 10 working days of receipt and give an explanation of the circumstances which led to the complaint. If the complaint investigation takes longer than anticipated then you will be informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed. Once the investigation has been completed, you will be informed of its outcome in writing and invited to discuss the results and any practical solutions that we can offer to you.

We regularly review patient complaints in order to learn and improve, which is why we welcome your feedback and suggestions. If you are dissatisfied with our response to a complaint you can take it further via the contacts below.

It is our aim to meet and exceed your expectations of care and service. To reassure you, we take complaints very seriously and investigate them in a full, fair and prompt manner to protect all individuals involved, while taking great care to protect your confidentiality. We will never discriminate against a patient who has made a complaint.

### Contacts

- The General Dental Council is responsible for regulating all dental professionals. You must contact the private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling **020 8253 0800** or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk). You can also complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contacting them on [information@gdc-uk.org](mailto:information@gdc-uk.org) or by calling **020 7167 6000**.
- If you are dissatisfied with your NHS treatment you can address it directly with NHS England at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) with 'For the attention of the complaints team' in the subject line.. You can also contact the Parliamentary Health Ombudsman: by calling **0345 015 4033** or visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- The [Care Quality Commission](http://www.cqc.gov.uk) (CQC) regulates private and NHS dental care services in England and they can be contacted by calling **03000 616161**. They can also take action against a service provider that is not meeting their standards and may be able to help if necessary.