

## **PRACTICE COMPLAINTS PROCEDURE**

If you have any complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to national criteria.

### **How to complain**

We hope that most problems can be sorted out easily and quickly, 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 – ideally, within a matter of days or at the most a few weeks – because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- within six months of the incident that caused the problem; or
- within six months of discovering that you have a problem, provided this is within a 12 months of the incident.

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively you may ask for an appointment with the practice manager in order to discuss your concerns. The practice manager can explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

### **What we shall do**

We shall acknowledge your complaint within three working days and you will be kept informed as the investigation progresses.

### **In investigating your complaint, we shall aim to:**

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this
- ensure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem does not happen again

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness, or a child under 16 years.

### **Complaining to Dental Complaints Service**

We hope that, if you have a problem, you will make use of our complaint's procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish further advice you should contact:

Private treatment  
Dental Complaints Service  
The Lansdowne Building  
2 Lansdowne Road  
Croyden  
CR9 2ER  
Tel: 08456 120 540  
Email: [info@dentalcomplants.org.uk](mailto:info@dentalcomplants.org.uk)

NHS

By post to:  
NHS England  
PO Box 16738  
Redditch  
B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

Parliamentary and Health Service Ombudsman

on 0345 015 4033 or

their website for further information.

<https://www.ombudsman.org.uk>

You may also like to contact The General Dental Council for more advice

The General Dental Council  
37 Wimpole Street  
London  
W1M 8DQ  
Tel: 020 7887 3800  
Email: [complants@gdc-uk.org](mailto:complants@gdc-uk.org)

In common with all dental practices in England, this practice is regulated by the Care Quality Commission, who uphold and monitor standards of safe and effective care - [www.cqc.org.uk](http://www.cqc.org.uk)