

Patient Information Leaflet

Practice complaints procedure.

If you have a 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 as part of a NHS/Private system for dealing with complaints. Our complaints system adheres to national criteria.

How to complain

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

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager, Mrs D.A. Hill, or any of the dentists. It will be a great help if you are as specific as possible about your complaint.

What shall we do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- make sure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem doesn't 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 permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

Complaining to the Dental Complaints Service

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon. CR0 6BA Tele: 02082530800
info@dentalcomplaints.org.uk

NHS Complaints only:-

NHS England
PO Box 16738
Redditch
B97 9PT england.contactus@nhs.net
Tele: 03003112233