

Patient Complaint Procedure

In this practice we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction both promptly and professionally.

The person responsible for dealing with any concerns about the service we provide in this practice, is the Practice Manager Carla Edwards.

If you wish to raise an issue verbally or by telephone and the practice manager is not available at the time our team will take brief details of the concern and pass these on immediately. You will be informed when they will be available, and arrangements will be made for the two to meet or speak.

If make a complaint in writing to express the concern, the letter will be passed on to the Practice Manager immediately.

We will acknowledge any concerns raised in writing within two days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within two working days. We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify you, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

If, for any reason you are not satisfied with the outcome or the procedure, you may refer to:

- The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry orchard, Croydon, CR0 6BA

Phone 020 8253 0800 Email: info@dentalcomplaints.org.uk



- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body) Phone: 02071676000 Email: standards@gdc-uk.org

- NHS England for complaints about NHS treatment. PO Box 6738, Redditch, B97 9PT
Phone: 0300 311 2233 Email: England.contactus@nhs.net

- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA
Phone Email 03000 616161 enquires@ccq.org.uk