

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously and we investigate them in a full and fair way taking great care to protect your confidentiality. We learn from complaints in order to improve our care and service. We will never discriminate against patients who have made a complaint.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly.

Caroline Lee is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing as soon as practical .

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the person is next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and will be accessible only by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

NHS Treatment

If you would like support to make a complaint, you can get help from an NHS Complaints Advocate. Contact your local Healthwatch (<http://www.healthwatch.co.uk/>) to find out who provides Independent Health Complaints Advocacy in your local area.

If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to NHS England at <https://www.england.nhs.uk/contact-us/>.

If you are not happy with the way in which your formal complaint was handled (either by the dental practice or NHS England, if you chose to go to them) you can go to the Parliamentary and Health Service Ombudsman on 0345 015 4033 or by visiting www.ombudsman.org.uk. The Ombudsman makes the final decision on complaints that have not been resolved by the NHS in England.

You can find more information about the NHS complaints process, what to expect from it, and other ways to give feedback, on the NHS Choices website.

Private Treatment

You can contact the GDC 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. It provides a free and impartial service to help private dental patients and dental professionals to settle complaints about private dental care fairly and efficiently. The DCS can deal with your complaint if you would like an apology, a refund or a contribution to the cost of further treatment. They cannot deal with claims for compensation, or with complaints about dental plans.