

Complaints Procedure

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Dr Khalida Rashid, our Complaints Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer them to the Complaints Manager. The member of staff will take brief details of the complaint and pass them on to the Complaints Manager. If necessary we may ask you to put your complaint in writing.
3. If the patient complains in writing the letter or email will be passed on to the Complaints Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the treating dentists.
5. We will acknowledge the patient's complaint in writing normally within 3 working days.
6. We will seek to investigate the complaint within 15 working days of receipt to give an explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within 15 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. Proper and comprehensive records are kept on any complaint received.
9. If patients are not satisfied with the result of our procedure then a complaint may be made to: The Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ (Telephone: [020 8253 0800](tel:02082530800)) For complaints about NHS treatment. The Complaints Manager, NHS England P O Box 16738, Redditch B97 9PT (Email: england.contactus@nhs.net, Tel [0300 311 22 33](tel:03003112233)). If you're not happy with the way your complaint was handled - you may wish to contact the Parliamentary and Health Service Ombudsman (PHSO). The PHSO makes the final decision on complaints that have not been resolved. You can call on [0345 015 4033](tel:03450154033) or use the PHSO secure online form.