

## **Practice Complaints Policy**

In this practice we take complaints very seriously, and try to ensure that all patients are pleased with their experience here. If you have a complaint or concern about the service you have received from your dentist, or any of the staff working in this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system adheres to national criteria.

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. This will enable us to establish what happened more easily.

Complaints should be addressed to Mrs Helen Jackson (practice manager) or any of the dentists. Alternatively, you may ask for an appointment with Mrs Jackson in order to discuss your concerns.

### **What we shall do**

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within fourteen 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 age or physical or mental illness) of providing this.

### **Complaining to third parties**

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. But this does not affect your right to approach a third party.

NHS patients:  
NHS Commissioning Board  
PO Box 16738  
Redditch B97 9PT  
Tel: 0300 311 2233  
Email:  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Denplan patients:  
Tel: 01962 828 000

Private Patients:  
Dental Complaints Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon CR0 6BA  
Tel: 020 8253 0800  
Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

Care Quality Commission  
Tel: 03000 616161  
CQC, Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Email: [info@cqc.org.uk](mailto:info@cqc.org.uk)