

Practice Complaint Procedure

If you have a complaint or concern about the service you received from the dentist or any member of staff working in this practice, please let me know. We operate a practice complaints procedure, which adheres to national criteria, to sort out any problems speedily and amicably, and to use the experience as a learning aid.

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 to know as soon as possible, ideally within a matter of days, or at most a few weeks, as this will enable us to establish what happened more easily.

The period for making a complaint is:

- 12 months from the date on which the event that is the subject of the complaint occurred; or
- 12 months from the date on which the event that is the subject of the complaint came to the complainants notice.
- There are some occasions when a complaint outside the time frame may be considered at the discretion of the Practice Manager or Clinician.

Complaints should be addressed to Mrs Diane Bowers. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. Alternatively, you may ask for an appointment with the dentist concerned in order to discuss the problem. It will be great help if you are as specific as possible about your complaint. The deputy complaints manager is Catherine Pettit in the absence of Diane Bowers.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within a negotiable timeframe from the date 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, we shall 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
- Identify what we can do to make sure the problem does not 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 (due to physical or mental illness) of providing this.

Complaining to the Health Authority or Denplan Care.

We hope that if you have a problem, you will use the 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. However, this does not affect your right to approach the local Health Authority or Denplan care. You may do this if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact the Health Authority Complaints Department for further advice:

PHSO (The Parliamentary and Health Service Ombudsman)

or

Millbank Tower
30 Millbank
London
SW1P 4QP
Tel: 0345 0154033
(NHS Patients)

Denplan Ltd
Hambleton House
Waterloo Court
SP10 1LQ
Tel: 0800 401402
(Denplan Patients)

Dental Complaints Services

37 Wimpole Street
London W1G 8GT
Tel: 0208 2530800
(Private Patients)

