

Patient Information Leaflet for Complaints

Practice Complaint Procedure

If you have a complaint or concern about the service you have received from the dentist or any other staff working in the practice, please let us know.

How to Complaint

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 or at most a few weeks- because this enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem provided this is within 12 months of the incident.

Complaints should be addressed to Practice Manager or any of the dentists. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. Who will explain the complaints procedure to you and will ensure your complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

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

Complaining to the Health Authority

We hope that if you have a problem, you will use our practice complaint 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 the local health authority, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact the Dental Complaints Services funded by the General Dental Council or contact the General Dental Council directly for further advice.

Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
0208 253 0800