

Comments, Suggestions and Complaints Policy

Your comments, suggestions and complaints are important to us. If you feel that our service is not up to your expectations or would like to discuss any matter, please let us know immediately so that we may hope to resolve the situation. When a complaint is received, it is 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 patient's concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about services we provide is the Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and refer him or her to the Practice Manager immediately. If the Practice Manager is not available at the time, then the patient will be told when he or she will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on.
3. If the patient complains in writing, the letter will be passed on immediately to the Practice Manager.
4. We will acknowledge the patient's complaint in writing as soon as possible, normally within two working days. We will investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances that led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.
5. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
6. Proper and comprehensive reports are kept of any complaint received.
7. If patients are not satisfied with the result of our procedure then a complaint may be made to:

The Dental Complaints Service (08456 120 540)

or

The General Dental Council
37 Wimpole Street
London
W1M 8DQ
(the dentists' registration body).