



GREAT HOR KESLEY DENTAL STUDIO

CENTRE OF DENTAL EXCELLENCE

Complaints Procedure – Information for Patients

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please inform us at the earliest opportunity. We operate a practice complaints procedure. Our complaint system adheres to national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted 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 will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

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

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment with the complaints manager, Lynn Wright or in her absence, Lindsey Boddice in order to discuss your concerns. They will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within 3 working days which will include a time scale for when we will respond. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this;
- Ensure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.



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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 the permission to do so. A letter of consent signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness, or are a minor under the age of 16.

Complaining to Dental Complaints Service

We hope that, if you have a problem, you will make use of 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. However, this does not affect your right to complain to the Dental Complaints Service or NHS England, if you feel you cannot raise your complaint with us. NHS patients dissatisfied with the result of our investigation can complain to the Parliamentary and Health Service Ombudsman.

- NHS England
PO Box 16738
Redditch
B97 9PT

E-mail: England.contactus@nhs.net

Tel. 0300 311 2232

- Parliamentary and health Service Ombudsman
Millbank Tower
30 Millbank
Westminster
London
SW1P 4QP

E-mail: enquiries@ombudsman.org.uk

Tel. 0345 015 4033

Private complaints:

- Dental Complaints Service
Stephenson House



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2 Cherry Orchard Rd
Croydon
CR0 6BA

E-mail: info@dentalcomplaints.org.uk

Tel. 020 8253 0800

For patients with a Denplan payment plan, you can also contact the Clinical Mediation and Risk Management team for advice at:

- Denplan Complaints Handling department
Simplyhealth House
Victoria Road
Winchester
Hampshire
SO23 7RG

E-mail: clinicalmediationservice@denplan.co.uk

Tel. 0800 169 7220

For a copy of the full policy, please contact the practice

Email greathorkesely.dentists@nhs.net

Tel. 01206 271192