

## MAKING A COMPLAINT ABOUT OUR SERVICES

In this practice we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are 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 patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Hannah Neve.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Hannah Neve immediately. If Hannah Neve is not available at the time, then the patient will be told when he/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. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to Hannah Neve.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances which 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 a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to:

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ

020 8253 0800  
[info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

General Dental Council (GDC)  
37 Wimpole Street  
London  
W1G 8DQ

020 7167 6000  
[www.gdc-uk.org](http://www.gdc-uk.org)

Care Quality Commission  
CQC National Correspondence  
Citygate  
Newcastle-upon-Tyne  
NE1 4PA

03000 616161  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
[www.cqc.org.uk](http://www.cqc.org.uk)

9. For dental advice, please telephone the Oral Health Foundation's Word of Mouth Advice Line on 01788 546365 [www.dentalhealth.org](http://www.dentalhealth.org)  
They can help with dental terms and procedures, oral hygiene, current legislation, complaints and referrals to other organisations.

**The principles of good feedback and complaints handling for dental patients were developed jointly by the following organisations:**

Association of Dental Administrators and Managers  
Association of Dental Groups  
British Association of Dental Nurses  
British Association of Dental Therapists  
British Dental Association  
British Orthodontic Society  
British Society of Dental Hygiene and Therapy  
Bupa Dental Care  
Care Quality Commission  
CFC Underwriting  
CODE  
Dental Complaints Service  
DDU  
Dental Protection  
Dental Technologists Association  
Department of Health and Social Care  
General Dental Council  
Health Education England  
LDC Confederation  
MDDUS  
mydentist  
NHS Digital  
NHS England  
Orthodontic National Group  
Orthodontic Technicians Association  
Parliamentary and Health Service Ombudsman  
Simplyhealth  
Society of British Dental Nurses

# MAKING A COMPLAINT ABOUT DENTAL SERVICES



**This leaflet sets out what you can expect from your dental team if you would like to provide feedback or raise an issue with us**

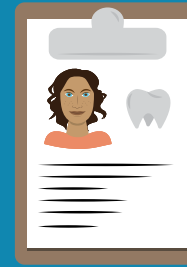


### All of your feedback is important to us

All feedback is welcomed, such as what we did well, what we could do better, or any other feedback

We will use your feedback to help us improve, and we will show you how we have learned

You can use our complaints procedure to provide feedback. If you don't want to do this, speak to a member of staff

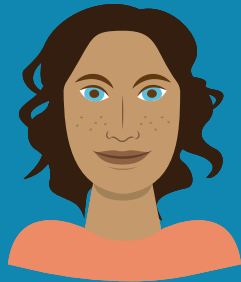


### We will try to answer all your questions and any concerns you raise

It should be clear to you what happened, and why

Our response should be empathetic in tone and coordinated

We will deal with your complaint in the time we said we would



### We want to make it easy for you to raise a concern or complain, if you need to

Information about our complaints procedure is easy to find, without you having to ask

You can write to us or tell us in person

We will take your complaint seriously

Our complaints information also tells you how to raise a complaint about us with another organisation



### We want you to have a positive experience of making a complaint

You should feel we have followed a clear procedure in the time we said we would

You should not be treated differently if you complain

You understand how the outcome of your complaint was reached

You feel you could raise a complaint again if needed, and could recommend our procedure to others

You feel we have listened to you and have acted in a fair way

You know what further help is available if you are unhappy with the way we have handled your complaint



### We follow a complaints procedure and keep you informed

We will tell you who is dealing with your complaint and when to expect a response

We will keep you informed of the progress of your complaint, including information on any delays

You should feel confident we are following our complaints procedure



### Your feedback helps us to improve our service

We are learning all the time from your feedback and complaints

We show you how your feedback and complaints are listened to and acted upon

All members of our dental team are committed to improving the service we provide