

## Complaints Policy

If you have a complaint or concern about the service you have received from your dentist or any member of our staff, please let us know.

### 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 you to let us know as soon as possible- ideally within a matter of days or at most a few weeks. This will 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 six months of the incident that caused the problem; or
- Within six months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Kim Dhanoa, or telephone 01932 344999. Alternatively, you may ask for an appointment with the Practice Manager or the dentist in order to discuss your concerns. He/She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

### WHAT WE WILL DO

We shall acknowledge your complaint or concern within three working days of receipt.

We will investigate your complaint within ten working days. We shall then offer you an explanation and/or a meeting to discuss the complaint.

In investigating your complaint we shall aim to:

- Establish the facts.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are complaining on behalf of a patient, we would adhere to the rules of confidentiality. We would therefore need the patient's permission for you to act on their behalf.

### COMPLAINING TO THE HEALTH AUTHORITY

If you are not satisfied with the outcome of your complaint or concern you are entitled to contact the Dental Complaints Service. Lansdowne Building, Lansdowne Rd. Croydon CR9 2ER 08456120540

Or

Care Quality Commission, National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne  
NE1 4PA Telephone – 03000616161