



Complaints Policy

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

1. The person responsible for dealing with any complaint about the service which we provide is the practice Complaints Manager.
2. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing as soon as practical.
3. If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.
4. If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the person is next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only by those who need to know about your complaint. If the patient complains in writing or by email it will be passed on immediately to the Complaints Manager.
5. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.
6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.
7. When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.
8. If patients are not satisfied with the result of our investigation, then a complaint may be referred to:
 - www.ombudsman.org.uk for complaints about NHS treatment, or
 - www.dentalcomplaints.org.uk for complaints about private treatment.