

Our Complaints Procedure

In our practices we operate an open and honest complaints procedure which is in line with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Our practice is committed to ensuring and safeguarding patient rights. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

1. It is our goal to resolve any concerns locally and the Practice Manager is responsible for investigating and responding to all patient complaints.
2. Where a complaint relates to clinical dental treatment the Practice Manager will always seek the treating dentist's comments in order to provide a full response.
3. We will acknowledge the patient's complaint either verbally or in writing and will enclose a copy of this complaint leaflet **within three working days**. With our patient's agreement we will seek to investigate the complaint and provide full response **within twenty working days** of the complaint being received. If we cannot meet the twenty working day response deadline, we will write to you to let you know the reason for the delay and to provide a new response deadline date.
4. If complaining on behalf of someone else, please note we will require their written consent to share their confidential information.
5. If preferred, a patient may wish to raise their complaint with NHS England instead of directly with the practice. NHS England will make arrangements to investigate the complaint on the patient's behalf. NHS England can be contacted at NHS England, PO Box 16738, Redditch, B97 9PT.
Tel: 03003 11 22 33. Email: england.contactus@nhs.net.
6. If you would like assistance in making a complaint NHS patients may wish to contact the advocacy service POhWER on 0300 456 2370 or the Dental Complaints Service (Private Patients only) Helpline. 020 8253 0800. There may be other advocacy services in the area and details of these can be obtained from the Practice Manager.
7. If patients are not satisfied at the end of local resolution then they may approach the Parliamentary and Health Service Ombudsman at Millbank Tower, Millbank, London, SW1P 4QP Tel: 0345 015 4033 to request an independent review.
8. Patients can also inform the Care Quality Commission (CQC) of their concerns, although it should be noted that it is not within the CQC's remit to investigate patient complaints. CQC phone number 03000 61 61 61. The CQC make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high quality care, and they encourage them to make improvements.