

## Our Complaints Procedure

**In our practice we operate an open and honest complaints procedure which is in line with the Department of Health, Social Services and Public Safety (DHSSPS) guidance on complaints handling in regulated establishments and agencies (April 2009). By telling us about your concern, we can apologise to you, investigate and try to put things right. We will also learn lessons and improve services where they need to be better.**

1. It is our goal to resolve any concerns within the practice and the Practice Manager is responsible for dealing with and investigating all patient complaints. However if you would rather complain directly to the HSCB you can obtain details of your Local HSC are available at reception or via the below website:  
[www.hscboard.hscni.net/LCG/index.html](http://www.hscboard.hscni.net/LCG/index.html)
2. We endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact. However, if an investigation is required we will acknowledge the complaint **within two or three working days** and endeavour to respond in full **within ten working days**. If we cannot meet the ten 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.
3. If you would like assistance in dealing with your complaint NHS patients can contact the Patient and Client Council and Private Patients may choose to approach the Dental Complaints Service, details of which are below:

Patient & Client Council  
1st Floor, Ormeau Baths  
18 Ormeau Avenue  
BELFAST, BT2 8HS  
0800 917 0222

Dental Complaints Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon, CR0 6BA  
020 8253 0800

4. Other organisations which may be utilised in investigation of a complaint are:

The Health and Social Care Board Headquarters  
12-22 Linenhall Street  
Belfast, BT2 8BS

The General Dental Council  
37 Wimpole Street  
London, W1G 8DQ

5. Our practice is registered with Regulation and Quality Improvement Authority (RQIA) who take an oversight view of complaints management. The RQIA can be contacted at:

The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower  
5 Lanyon Place  
BELFAST, BT1 3BT  
028 9051 7500  
[www.rqia.org.uk](http://www.rqia.org.uk)

6. If you remain dissatisfied with our response to your complaint a local resolution meeting may be offered if appropriate or you will be given the below details in order to escalate your complaint to the relevant organisation:

**NHS Treatment complaints:**

The Ombudsman  
Freepost RTKS-BAJU-ALEZ  
Belfast  
BT1 6BR  
0800 34 34 24

**Private Treatment complaints:**

Dental Complaints Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon, CR0 6BA  
020 8253 0800

**Our complaints procedure is in line with The Northern Ireland Health and Social Care Board Guidance and we aim to make it easier for patients, relatives and carers to raise concerns; to be engaged and supported during the process; to be dealt with openly and honestly and for learning to occur when something has gone wrong.**