

Our Complaint Procedure – Northern Ireland

How we handle complaints

You can make your complaint to the practice in person, by phone, by e-mail or in writing.

In accordance with the requirements of the Northern Ireland Public Services Ombudsman and the Model Complaint Handling Procedure (MCHP) we operate a **2 stage** complaints procedure.

We will always try to deal with your complaint quickly. But if it is clear that the matter will need in-depth investigation, we will let you know about this.

Resolving concerns locally

- Our first priority is to resolve complaints locally at the practice within **5 working days**.
- The Practice Manager is responsible for investigating and responding to all complaints.
- If you feel you need further support with your complaint after liaising with the Practice Manager, you are welcome to contact the mydentist Patient Support Team, who will be happy to assist you.
- If you are dissatisfied with our response at **Stage One**, you can ask us to consider your complaint at **Stage Two**.
- You should bring to us your request for the complaint to be reviewed at Stage Two within **30 working days** of receiving your response at Stage One.

Clinical treatment concerns

- Where a complaint concerns dental treatment, the Practice Manager is required to consult with the treating clinicians, to ensure the response provided is both accurate and comprehensive.

Complaints on behalf of someone else

- If you are raising a complaint for another person, or a child over age 16, we will need their written consent before sharing any confidential information.

Other organisations you can contact

- NHS Patients may choose to raise their concerns directly with The Department of Health Strategic Planning and Performance Group (SPPG)

You can obtain details of your Local HSCB at reception, or via the below website:

<https://www.health-ni.gov.uk>
[DoH Strategic Planning and Performance Group | Department of Health \(health-ni.gov.uk\)](https://www.health-ni.gov.uk/DoH-Strategic-Planning-and-Performance-Group)

- You can also access advocacy support through the **Patient and Client Council (PCC)** which provides a free independent advocacy service:

Telephone: 0800 917 0222

<https://pcc-ni.net/contact-us/>

Patient and Client Council, 1st Floor, Ormeau Baths, 18 Ormeau Avenue, Belfast, BT2 8HS

- Practices in Northern Ireland are registered with the 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
2-4 Cromac Avenue, Gasworks, Belfast, BT7 2JA
028 9051 7500
<https://www.rqia.org.uk/>

Stage Two Acknowledgement and response times

- We will acknowledge your complaint within three working days.
- We will confirm the issues of the complaint to be investigated and what you want to achieve.
- We will investigate the complaint and give you our response as soon as possible. This will be within **20 working days**
- If we have a good reason for needing more time, we will explain why and give you a new deadline.

Escalating a complaint

NHS patients

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask NIPSO to consider it.

NIPSO generally expect complaints to be brought to them within **6 months** since you received correspondence from the practice informing you that the complaints handling procedure is complete and of your right to refer your complaint to NIPSO.

NIPSO will generally ask service users to provide details of their complaint and a copy of the final response from the organisation. You can do this online, by telephone or in person.

NIPSO's contact details are

The Northern Ireland Public Services Ombudsman

33 Wellington Place,
Belfast, BT1 6HN

Tel: Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Web: www.nipso.org.uk

The **freepost address** is: FREEPOST NIPSO

Private patients

- If you remain dissatisfied, you can ask the **Dental Complaints Service** for an independent review. Their contact details can be found on their website: dcs.gdc-uk.org

Your data and privacy

Under the UK General Data Protection Regulation (GDPR), you have rights regarding your personal information, including:

- The right to access the information we hold about you.
- The right to request corrections.
- In some cases, the right to request deletion of your data.

If you have concerns about how we use your data, please contact our Data Protection Team at: dataprotection@mydentist.co.uk