

Complaints Procedure

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

- 1. The person responsible for dealing with all complaints is the Practice Manager.**
- 2. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.**
- 3. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.**
- 4. We will confirm the decision about the complaint in writing immediately after completing our investigation.**
- 5. Proper and comprehensive records are kept of any complaint received.**
- 6. If patients are not satisfied with the result of our procedure then a complaint may be made to:**

The Dental Complaints Service: The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER (Telephone: 08456 120 540)

The General Dental Council: 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct.