

We are proud of our staff and the care and service they provide. We recognise however that sometimes problems can arise and feedback about our service gives us the opportunity to improve what we do and the way we do it.

#### Compliments:

Will be gratefully received. Where possible the practice manager should be informed so that the compliment can be recorded.

#### Suggestions:

Should be referred to the practice manager who will review the issue raised and respond to the patient, if required, within 10 working days.

#### Complaints:

Are taken very seriously and we try to ensure that when a patient complains they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

- The person **responsible** for dealing with any complaint is the dentist with whom the patient is registered.
- If a patient complains on the telephone or at reception the receptionist will listen to the complaint and try to deal with the issue. At this stage the support of the practice manager may be required. If the complaint is still unable to be resolved the matter will be offered to be referred to the patient's dentist at the earliest opportunity. If the complaint is resolved the practice manager will record the issue and the action taken.
- If the patient complains in writing (including electronic) the complaint will be passed to the relevant dentist. The dentist will then inform the practice manager of the details for recording and for an acknowledgement to be sent.
- The dentist will then investigate the circumstances leading to the complaint within 10 working days and confirm the decision in writing to the patient. The practice manager will be informed of the decision for recording purposes.
- If the investigation into the complaint cannot be completed within ten working days the patient will be notified, giving the reason for the delay and a likely period within which the investigation will be completed.
- Records of the investigation will be kept
- If the patient is not satisfied with the outcome of the complaint procedure then a complaint can be made to the following:
  - **Dental Complaints Service**  
Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA. Telephone 08456 120540
  - **General Dental Council**  
37 Wimpole Street, London, W1G 8DQ. Telephone 0845 2224141
  - **The Care Quality Commission**  
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Telephone 03000 616161

Compliment, Suggestion and Complaint forms are available.

Thank you.