

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly.

The responsible person for complaints is Yetunde Orungbemi and the Complaints Manager is Julie Clarke. They will assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and we aim to provide a full response in writing as soon as reasonably practical.

If the complaint investigation takes longer than anticipated, the Complaints Manager will keep you updated with the reason for the delay, progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and may be invited to a meeting to discuss the results and any practical solutions that we can offer to you.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint, we would be glad if you discuss with one of the members of staff otherwise, you can take it further with the contacts below.

Contacts:

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk

If you are unhappy about your NHS complaint, you inform us or contact NHS England on england.contactus@nhs.net

If not satisfied with the outcome of the above, you can contact the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk