



### **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.

Myles Dakin is the Complaints Manager and will be your personal contact to 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 respond to you within 3 working days, and will aim to provide a full response in writing as soon as possible.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange a meeting when the person is next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated, the Complaints Manager will keep you informed of the reason for the delay, the 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 invited to a meeting to discuss the results and any practical solutions we can offer you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments, or other solutions that meet your needs and resolve the complaint.

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 you can take it further, please see the contacts below:

#### **Contacts**

For private dental treatment you can contact the GDC private 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](http://www.dentalcomplaints.org.uk)

You can also contact the Care Quality Commission (CQC), who regulates private dental care services in England, by calling 03000 6165161. They can take action against a service provider that is not meeting their standards.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org), contact them on [information@gdc-uk.org](mailto:information@gdc-uk.org), or by calling 020 7167 6000.