

## **Complaints Procedure - Distinctive Dentistry - reviewed November 2011**

We take complaints very seriously and try to ensure that all patients are pleased with their experience at our practice. We will treat complaints in a prompt and courteous manner. We wish to learn from any mistakes that we make and handle complaints in the way we would wish them handled if we were the complainants.

If you have a complaint or concern about the service you have received from any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to national criteria.

### **How to complain**

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened most successfully. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.
- Please address your complaint to Deborah Lewis.

### **What we shall do**

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. If we are unable to investigate the complaint within 10 working days we will notify you giving reasons for the delay and a likely period within which the investigation will be completed. We shall then be in a position to give you an explanation, or offer a meeting with those involved. We will keep proper and comprehensive records of the complaint and our responses to it.

In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this;
- Ensure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

### **Complaining on behalf of someone else**

Please note that we keep strict rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of a physical or mental disability or are a child under 16 years of age.

## **Complaining to Dental Complaints Service**

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and is an opportunity to improve our practice. However this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish further advice you should contact:

**Dental Complaints Service  
The Landsdowne Building  
2 Landsdowne Road  
Croyden  
CR9 2ER  
Tel. 08456 120 540**

Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

You may also like to contact The General Dental Council for more advice

**The General Dental Council  
37 Wimpole Street  
London  
W1M 8DQ  
Tel. 020 7887 3800**

Email [Complaints@gdc-uk.org](mailto:Complaints@gdc-uk.org)

Those patients registered with Denplan can contact Denplan by telephone for advice:

**Tel. 0800 169 7220**

To be reviewed annually or in light of relevant change