

COMPLIMENT OR COMPLAINT?

WE WELCOME YOUR FEEDBACK!

The only way for us to improve our service or to continue to deliver a good service is if you let us know what we are doing right or wrong!

IF YOU HAVE A COMPLIMENT OR COMPLAINT PLEASE LET US KNOW!

If you would like to speak to someone personally regarding a compliment or complaint please contact the practice on 01394 271300 and ask to speak with the practice manager. If she is not available immediately, she will be contacted and asked to return your call.

If you would like to write a complaint or compliment (anonymously or not) please speak to the receptionist who will give you a comment slip to complete either in the practice or for you to take away and return to us, there is also a comment book available for all patients to use and read at the reception desk.

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. If you feel you need to make a formal complaint, our promise is we will deal with this courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

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

1. The persons ultimately responsible for dealing with any initial complaint about the service we provide is Patricia Durant
2. If you wish to make a complaint on the telephone or at the reception desk, we will listen to your concerns and offer to refer you to Patricia Durant immediately. If they are not available at the time, then the patient will be referred to the Practice Manger who will inform them when they will be able to talk to Mrs Durant and arrangements will be made for this to happen. The member of staff will take brief details of your complaint and pass them on. If we cannot arrange this discussion within a reasonable period of time or if you do not wish to wait to discuss the matter, the Practice Manager will begin to investigate your concerns.
3. If you wish to complain in writing, your letter will be passed on immediately to Patricia Durant.
4. If your complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist that you have seen, unless you do not want this to happen.
5. We will acknowledge your complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate your complaint as soon as possible after receipt to give an explanation of the circumstances which led to your complaint. If you do not wish to meet us, then we will attempt to resolve your issues on the telephone.
6. We will confirm the decision about your complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If you are not satisfied with the result of our procedure then a complaint may be made to:
 - The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry orchard, Croydon, CR0 6BA Phone 08456 120 540 Email: info@dentalcomplaints.org.uk
 - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body) Phone: 0845 222 4141 (UK local rate) Email: standards@gdc-uk.org
 - NHS England PO Box 16738 Redditch B97 9PT 03003112233 england.contactus@nhs.net
 - The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone Email 03000 616161 enquires@cqc.org.uk