



## 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 person responsible for dealing with any Complaints about the service we provide in this practice is the Practice Manager, who is: Arezoo Manafzadeh. We suggest you put your complaint in an email or letter form for her response.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any concerns raised in writing within two days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within two working days. We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

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:

- The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry Orchard, Croydon, CR0 6BA Phone 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)
- In England = NHS England at [england.contactus@nhs.net](mailto:england.contactus@nhs.net)
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentist's registration body). You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them at [information@gdc-uk.org](mailto:information@gdc-uk.org) or by calling 020 7167 6000. Phone: 0845 222 4141 (UK local rate) Email: [standards@gdc-uk.org](mailto:standards@gdc-uk.org)
- The Care Quality Commission (CQC) at Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA Phone: 03000 616161 Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)

Our complaints policy and relevant procedures will be reviewed annually and are due for review on 28th November 2023 or prior to this date in accordance with any mandatory or legislative changes.

