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Bore Street Dental Practice Ltd

Complaints Policy

Complaints Procedure – At Bore Street Dental Practice Ltd we take complaints and concerns very seriously and try to ensure that our patients are pleased with their experience of our service. When patients complain they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Patients are asked that in the event of any complaint, to speak directly or write/email to: Mrs D Litherland-Smith (Practice Manager). When applicable we will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room.

What we shall do - Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aim to have investigated the complaint within 10 working days of the date when it was raised. We shall then be able to offer an explanation or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed.

When we investigate a complaint, we shall aim to:

- find out what happened and what, if anything, went wrong
- make it possible for the complainant to discuss the problem with those concerned
- Identify what we can do to make sure the problem does not happen again

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing. Records are kept of any complaint received.

Complaining on behalf of someone else - The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable (e.g. because of illness) of providing this to allow the complaint to be investigated.

If the complaint is not resolved to the patient's satisfaction, the patient will be advised to contact:

The Parliamentary and Health Service Ombudsman on: 0345 015 4033

Alternatively, if your complaint is regarding NHS dental care you may contact:

NHS England at PO Box 16738, Redditch, B97 9PT. england.contact@nhs.net or call 0300 311 22 33

Help us to get it right - We constantly try to improve the service we offer, so we will encourage patients to let us know when we have done something well or if there are any suggestions as to how we can do something better