

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from your dentist or any member of our staff, please let us know. We operate a Practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets National criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out 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. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem

Complaints should be addressed to **Dr Louis Tolefe**. Alternatively, you may ask for an appointment with any dentist in order to discuss your concerns. He/She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

WHAT WE WILL DO

We shall acknowledge your complaint or concern within three (3) working days of receipt. We will investigate your complaint within ten (10) working days. We shall then offer you an explanation and/or a meeting to discuss the complaint.

In investigating your complaint we shall aim to:

- Establish the facts.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

You may wish to contact the Independent Complaints Advocacy Service (ICAS) who can offer you help and assistance with making a complaint. The telephone number is 0330 4409000.

Website: www.seap.org.uk/icas/icas_procedure.php

COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are complaining on behalf of a patient, we would adhere to the rules of confidentiality.

We would therefore need the patient's permission for you to act on their behalf and this may be in the form of a signed letter of Authority.

FOR TREATMENTS PROVIDED ON THE NHS:

If you are not satisfied with the outcome of your complaint or concern with us you are entitled to make your complaint to the following:

National Customer Contact Centre

Post: NHS England, PO Box 16738, Redditch, B97 9PT

By telephone: 0300 311 22 33.

Email: england.contactus@nhs.net

FOR TREATMENTS PROVIDED PRIVATELY:

If you are not satisfied with the outcome of your complaint or concern with us you are entitled to make your complaint to the following:

The Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA.

Telephone: 08456 120540

Email: info@dentalcomplaints.org.uk

Website: www.dentalcomplaints.org.uk.