



## Practice Complaints Procedure for Patients

- If you have a concern or complaint about the service you have received from any of the staff or dentists working in this practice, please let us know.
- Our complaints system meets national criteria.

### How to complain:

- We hope that most problems can be sorted out easily and quickly, after at the time they arise 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 due to the fact that this will enable us to establish what happened more easily.
- A complaint will (generally speaking) have to be made within 12 months of the incident or event occurring which is the cause for concern.
- Complaints should be addressed to **Mr Wojciech Zielinski**, the Practice Complaints Manager. Alternatively, you may ask for an appointment with **Mr Wojciech Zielinski** whereby he will explain the complaints procedure to you and will ensure that your concern is dealt with promptly. It would be helpful if you be as specific as possible regarding your complaint.

### What we will do:

- An acknowledgement of receipt of a complaint will be issued within three working days.
- Aim to have looked into your complaint within 10 working days from the date of receipt of your letter.
- We will then be in a better position to offer you an explanation or arrange a meeting with the person(s) involved.

### What we aim to do:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Ensure that you receive an apology, where this is appropriate.
- Identify what we can do to ensure that this problem does not occur again.

### Complaining on behalf of someone else:

- Please note that we adhere strictly to the rules of patient confidentiality.
- If you are complaining on behalf of someone else, we must know that you have their permission to do so.
- A note signed by the person concerned will be needed unless they are incapable of providing this (because of ill health).

**Unresolved Complaint:**

- We hope that, if you have a problem, you will use our practice complaints procedure.
- We believe that this will give us the best chance of putting right whatever has gone wrong and improve our practice.
- However, if you feel that the matter remains unresolved or that you cannot raise the complaint with us, you may address your complaint to;
  - Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (Telephone: 08456 120 540) for complaints about private treatment
  - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct