



Patient Complaint Procedure

At UK Dental Specialists we take complaints very seriously and aim to ensure that all patients are pleased with their experience with us. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want a complaint of our own about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service we provide is *Nicole Weir*, our practice manager.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer them to *Nicole Weir* immediately. If *Nicole Weir* is not available, the patient will be told when they will be able to talk to her or the dentist and arrangements will be made for this to happen. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

Official unresolved complaints all need to be made in writing the letter will be passed on immediately to *Nicole Weir*.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

If appropriate, we will acknowledge the patient's complaint in writing, normally within three working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed and, if necessary, a progress report will be sent to the patient every ten days.

We will confirm the decision about the complaint to the patient immediately after completing our investigation.

Proper and comprehensive reports are kept.

Wherever possible we aim to resolve complaints within the practice. If patients are not satisfied with the result of our procedure then a complaint may be made to:

Dental Complaints Service
The Lansdowne Building,
No 2 Lansdowne Road,
Croydon CR9 2ER
www.dentalcomplaints.org.uk
[08456 120540](tel:08456120540)

Care Quality Commission
Finsbury Tower,
103-105 Bunhill Row,
London EC1Y 8TG
www.cqc.org.uk
[08456 120540](tel:08456120540)
[03000 676161](tel:03000676161)

The Parliamentary & Health Service
Ombudsman
Millbank Tower,
Millbank,
London, SW1P 4QP
www.ombudsman.org.uk
[0345 015 4033](tel:03450154033)