

Complaints Policy – UK Dental Specialists

Purpose of this Policy

We aim to provide a high-quality service to every patient. We encourage feedback and take all complaints seriously. This policy explains how people can raise concerns, how we manage and investigate them, and how we use complaints to improve our service.

This policy complies with:

- Regulation 16: Receiving and Acting on Complaints
- Regulation 20: Duty of Candour
- The Accessible Information Standard
- Equality Act 2010
- UK GDPR and Data Protection Act 2018

Registered Manager: Claudio Peru

Complaints Lead and Nominated Individual for complaints about the Registered Manager:
Charleigh Coleman

Practice Telephone: 01727 800372

Email: info@ukds.org

How People Can Raise Complaints

Patients can make a complaint:

- In person
- By telephone
- By email
- In writing
- Through a representative
- Using sign language or assisted communication methods

Support to Complain

We provide assistance to anyone who requires help to complain, including translation, interpretation, alternative formats, and communication support, in line with the Accessible Information Standard.

Managing Complaints

1. Acknowledgment

All complaints are acknowledged within three working days, with a copy of this policy provided.

2. Investigation

Complaints are investigated thoroughly and fairly within ten working days. If more time is needed, the patient is informed with reasons and a revised timeline.

3. Updates

The complainant is kept informed of progress.

4. Outcome

A full written response is provided, including explanation, findings, and details of improvements made.

Independent Review

We fully cooperate with independent bodies such as the Dental Complaints Service, CQC, GDC, and PHSO.

Special Circumstances

Complaints about the Registered Manager (Claudio Peru) will be handled by the Nominated Individual: Charleigh Coleman.

Learning From Complaints

Complaints are logged, reviewed monthly, and audited annually. Trends are analysed to improve service quality.

External Escalation Routes

Dental Complaints Service

37 Wimpole Street, London W1G 8DQ

Helpline: 020 8253 0800

www.dentalcomplaints.org.uk

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

www.cqc.org.uk/contact-us

General Dental Council

37 Wimpole Street, London W1G 8DQ

020 7167 6000

www.gdc-uk.org

Parliamentary and Health Service Ombudsman

Helpline: 0345 015 4033

www.ombudsman.org.uk

Reviewed by Charleigh Coleman 2025