

CHURCH END DENTAL CLINIC

Practice Complaints Procedure – Information for Patients

At the Church End Dental Clinic, we aim to provide treatment ethically and honestly to the best of our knowledge and ability.

However, if you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know.

We operate an in-house practice complaints procedure.

Our complaint system adheres to national criteria.

How to Complain

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

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment for < > 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. It will help if you are as clear as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 6 months of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless that are incapable of providing this because of physical or mental illness or are a child under 16 years.

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We hope that, if you have a problem, you will make use of our in-house practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish further advice you should contact:

Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road
Croydon
CR9 2ER
Tel. 08456 120 540
E-mail: info@dentalcomplaints.org.uk

You may also like to contact The General Dental Council for more advice:

The General Dental Council
37 Wimpole Street
London
W1M 8DQ
Tel. 020 7887 3800
E-mail: Complaints@gdc-uk.org

For those patients who have a complaint regarding treatment they have received under the NHS can also contact the Primary Care Trust, Patient Advice Liason Service, Health Ombudsman or the Care Quality Commission:

NHS NORTH CENTRAL LONDON
Stephenson House
75, Hampstead Road
London NW1 2PL
Tel: 0207 685 6300

CARE QUALITY COMMISSION
National Customer Service Centre
Citygate
Gallowgate
Newcastle-upon-Tyne NE1 4PA
Tel: 03000 616161

PATIENT ADVICE LIASON SERVICE (P.A.L.S)
~~1st Floor, Advice & Information Centre~~
~~Edgware Community Hospital~~
~~Burnt Oak Broadway~~
~~Edgware~~
~~Middlesex HA8 0AD~~
~~Tel: 0208 937 7173~~
Website: www.pals.nhs.uk

HEALTH OMBUDSMAN SERVICE
Tel: 0345 015 4033