

Complaints Procedure for Patients

Introduction

It is the aim of the practice to give you the best possible care and service; with this in mind, there is a confidential procedure to deal with any problems or concerns you may have.

Our complaints procedure is as follows:

Upon receiving your verbal or written complaint we will write to you within three working days to acknowledge receipt of your complaint

We will advise you of how the complaint will be dealt with and the anticipated timetable of response

We will then begin an investigation into the issue raised by you. This should take no longer than ten working days, if for any reason there is a delay in our investigation we will send you another letter explaining the issue and informing you of our progress.

We will inform you if it is necessary to send a copy of your records to an external body as part of our investigation

Once the investigation is complete we shall then provide you with a detailed written report as well as offering you an invitation to meet with those involved to discuss the outcomes

In investigating your complaint, we aim to:

- Find out what happened
- Enable you to discuss the problem with those concerned if you wish to
- Ensure you receive an apology if 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 permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this because of a physical or mental illness or are a child under 16 years.

Escalating Complaints: Private Patients

We hope that, if you have a problem, you will make use of our 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 or the General Dental Council (GDC), or to the IFD if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you require further advice, you should contact the Dental Complaints Service via telephone or for further information visit their website:

020 8253 0800 (Monday – Friday, 9am – 5pm)

<https://dcs.gdc-uk.org/>

Escalating Complaints: NHS Patients

As with our Private Patients we hope that, if you have a problem, you will make use of our practice complaints procedure. If however, you wish to escalate any complaint about NHS dental treatment provided you can contact your local Integrated Care Board (ICB) which is responsible for NHS dental services.

The local ICB is NHS Hampshire and Isle of Wight ICB and information on how to contact them in the event of a complaint can be found on the following website:

www.hantsiowhealthandcare.org.uk/contact-us/patient-experience-and-complaints

If you are not happy with the way your complaint was handled, either by us or by the ICB you may wish to contact the Parliamentary and Health Service Ombudsman (PHSO). The PHSO will make final decisions on unresolved complaints about the NHS in England. You can call on **03445 015 4033** or use the online secure form found via the following link:

<https://ombudsman.achieveservice.com/module/home?>