



## Patient Complaints Procedure

We always aim to meet our patients' needs and exceed their expectations. We take any concerns a patient may have very seriously and aim to resolve any complaints as efficiently and politely as possible. We investigate them in a full and fair way and take great care to protect patient confidentiality. Patient feedback helps us learn and improve our service. If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly.

### Step I

We aim to resolve verbal complaints as soon as possible preferably in an informal manner. The Complaints Manager will be your personal contact to assist you with your complaint. If the verbal complaint is not resolved to your satisfaction you may complain in writing.

### Step II

If you make a written complaint the Complaints Manager will acknowledge it in writing within three working days and will aim to provide a full response in writing as soon as practical.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the person is next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and/or invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that are appropriate to the concerns highlighted and resolve the complaint.

### Step III

If you are dissatisfied with the outcome you may appeal against this decision to the Practice Principal (Dr Reena Ali) who will review your complaint and will respond within two weeks from the receipt of your appeal.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints.

### Step IV

If you are dissatisfied with the response to your appeal you can take it further by contacting: GDC private dental complaints service within 12 months of the treatment by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

### Step V

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-uk.org](mailto:information@gdc-uk.org) or by calling 020 7167 6000.