



*We appreciate your questions
and feedback*

Call us today on 0208 312 0404 / 0505

Our complaints procedure

In this practice we take patient feedback very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients give us negative feedback, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on the following objectives:

Our aim is to react to any issues in the way in which we would want our issues about a service to be handled. We learn from every situation, and respond to patients' concerns in a caring and sensitive way.

1. The person responsible for coordinating any patient care issues about the service we provide is Melinda Westlake, (patient care coordinator).

2. If a patient raises a concern on the telephone or at the reception desk, we will listen to his or her concern and offer to refer him or her to the person in charge. If the person in charge is not available at the time, then the patient will be told when he or she will be able to talk to them and arrangements will be made for this to happen. The member of staff will take brief details of the issue raised and pass them on. 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.

3. If the issue raised 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.

4. If the patient raises an issue in writing the letter will be passed on as soon as possible to the Principal.

5. Unless the issue has been immediately resolved we will acknowledge the patient's feedback in writing and enclose a copy of this code of practice as soon as possible. We will seek to investigate your issue and give a response. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the matter within a reasonable time we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

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

7. Proper and comprehensive reports are kept of any negative feedback raised.

8. If patients are not satisfied with the result of our procedure then this should be brought to the attention of the patient care coordinator, who can discuss further options, including referral to the Patient Advice and Liaison Service and Complaints Service on 0800 16 99 928 in respect of NHS treatment, or The Dental Complaints Service on 08456 120540 in respect of Private treatment.