

Complaints Procedure

- At our practice we operate an open and honest complaints procedure which is in line **with NHS, GDC, parliamentary and Health service ombudsman (NHS only) guidance.**
- In our practice we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service.
- We adopt a **non-discriminatory approach** to dealing with patient's complaints and treat all patients with **courtesy and respect.**
- Our practice is committed to ensuring and **safeguarding patients' rights.** We adhere to the equality act 2010. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.
- We endeavor to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact.
- **Dr. DEVANAND ISUKAPATLA** is the **Complaints Manager** and will be your personal contact to assist you with any complaints. We aim to **resolve verbal complaints within 24 hours** where possible, but if you **complain in writing** the Complaints Manager will send an acknowledgement letter **within 3 working days** and will aim to provide a **full response in writing as soon as practical.**
- Patient's **treatment/care can continue whilst a complaint is investigated** and that, if requested by the patient, arrangements can be made for the **patient to see an alternative clinician where possible.**
- If you remain dissatisfied with our response to your complaint, a local resolution meeting may be offered if appropriate and we will advise you of how you can escalate your concerns.
- We will complete proper and comprehensive records of any complaint received in a complaint's tracker along with the outcome and any measures taken to prevent recurrence.

If you are dissatisfied with our response to a complaint, you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see the contact details below.

Contacts:

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk. If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk

You can also contact The Care Quality Commission (CQC), who regulates private and NHS dental care services in England by calling 03000 616161. They can act against a service provider that does not meet their standards who may be able to help. The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org, contact them on information@gdc-uk.org or by calling 020 7167 6000.