

## **Practice Complaints Policy (V2)**

In our practices we take complaints very seriously and strive to ensure that all our patients are pleased with their experience of our service. If you are not happy with the treatment or service you have received, it is usually best to tell us directly that you're unhappy, we may be able to sort out the problem there and then.

When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

### **Our complaints procedure is based on these objectives -**

- 1) The Clinical Director and Practice Manager are responsible for dealing with any complaint about the service which we provide. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist.
- 2) If a patient complains on the telephone or at reception, we will listen to their complaint and offer to refer him or her to the Practice Manager. If the Practice Manager is not available at this time, then the patient will be informed when they will be able to talk to the Practice Manager and arrangements will be made for this to happen. The reception staff will take brief details of the complaint and pass them on to the Practice Manager. If we cannot arrange for the patient to see the Practice Manager 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.

### **If a patient wants to complain in writing the address to write to is -**

Dr J Sherer B.C.h.D Clinical Director, The Dental Design Studio Head Office, Oak House.  
Reeds Crescent. Watford.WD24 4QP- [drjeff@the-dds.co.uk](mailto:drjeff@the-dds.co.uk)

- 3) We will acknowledge a complaint in writing and enclose a copy of this policy as soon as possible, normally within 3 working days and we will seek to investigate the complaint within 10 working days of receipt. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- 4) We will confirm the decision about the complaint in writing immediately after completing our investigation, proper and comprehensive records are kept of any complaint received.

### **How to make a complaint - If you had NHS dental treatment**

- 1) The quickest and simplest way to resolve the problem is to contact the practice. If you would rather not go directly to the practice, you can make a complaint via your local Integrated Care Board (ICB) [Find your local integrated care board \(ICB\) - NHS \(www.nhs.uk\)](#)

If you're making, or thinking about making, a complaint, you could get help from an NHS complaints advocate and Patient Advice and Liaison Service (PALS). More information for these services can be found [How to complain to the NHS - NHS \(www.nhs.uk\)](http://www.nhs.uk)

2) If you are not happy with the way in which your complaint was handled (either by the practice for NHS England) you can go to [Making a complaint | Parliamentary and Health Service Ombudsman \(PHSO\)](#) Tel: Customer Helpline on 0345 015 4033.

### **How to make a complaint - If you had private treatment**

1) The quickest and simplest way to resolve the problem is to contact the practice.  
2) If you have already made a formal approach to the practice and the problem has not been resolved you can contact [Dental Complaints Service \(gdc-uk.org\)](http://gdc-uk.org) Tel: 020 82530800

### **If you have safety concerns about a dentist or practice**

1) If your problem is so serious that you think the dental professional could be at risk to other patients, you should contact the [General Dental Council \(GDC\)](#)  
2) If the problem is so serious that you think the care provided at the practice could be a risk to other patients, the [Care Quality Commission \(CQC\)](#) would like to know about it.



Dr Jeff Sherer  
Reviewed 08 Aug 2023