

CODE OF PRACTICE FOR PATIENT COMPLAINTS

In this practice we take complaints very seriously. Our aim is to provide the highest standard of dental care in a gentle, efficient, and professional manner and we try to ensure that all patients are pleased with their experience of our service. We value your comments and suggestions. We use them to improve our services.

Any complaint will be dealt with seriously and promptly. We make sure lessons are learnt from any mistake we may have made, and actions will be taken to put things right and to ensure that it doesn't happen again.

Our procedure is based on these objectives:

1. The person responsible for dealing with any complaint about the service we provide is Alex Manuelsson.
2. If the complaint is about a patient's specific treatment or their charges, then it is dealt with by the dentist that carried out that treatment. If the dentist has since left us, we will pass on the complaint to them to address. The dentist will deal with the complaint in accordance with the regulations set out by the General Dental Council
3. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint, take brief details of the complaint and pass them on to Alex or the dentist who will meet or telephone the patient to discuss the matter as soon as possible so that the matter is dealt with as quickly as possible. If Alex or that dentist is not available and the matter is urgent, arrangements will be made so that a dentist on duty can deal with the matter promptly.
4. If the patient complains in writing the letter will be passed on to either Alex or the dentist.
5. We will acknowledge the receipt of any written complaint in writing normally within two working days. We will seek to investigate the complaint within ten working days to explain the circumstances which led to the complaint. If we are unable to investigate the complaint within ten working days 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 complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.

8. If you're not happy with the way your complaint was handled – either by the dental practice or the ICB – you may wish to contact the [Parliamentary and Health Service Ombudsman \(PHSO\)](#)
9. The PHSO makes final decisions on unresolved complaints about the NHS in England. You can call on 0345 015 4033 or use the [PHSO's online complaint form](#) to raise your complaint (this only applies to NHS services in England).

Reviewed 18/02/25