

Holly Tree House Dental Practice

Patient Complaints Procedure ¹

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. 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. It may be initially helpful to discuss any concerns with Dr Alexandra Rae. We will never discriminate against patients who have made a complaint.

Please address any written complaints to Dr Rae at the practice's address. If we cannot resolve your complaint immediately it will be acknowledged in writing within 3 working days and we aim to provide a full response within 10 working days. If Dr Rae is unavailable, we will take details about the complaint and let you know when you can talk to a suitable team member as soon as possible. We will keep comprehensive and confidential records of your complaint, which will be stored securely. Only those persons who need to know about your complaint are informed about it and can access it. Should the complaint need to be investigated, this may involve the person who treated you, members of the team or others. In some cases the investigation may take longer than 10 working days, in which case you will be informed about 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 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 meet your needs and resolve the complaint. 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. Patient satisfaction questionnaires are available from the reception area. We can provide a Freepost envelope for you to return the Questionnaire.

If you are unfortunately dissatisfied with our response to a complaint you can if you wish take it further. Please see the contact details below.

Contacts

NHS. From 1 August 2015 the NHS England North Midlands Complaints Service will be responsible for the investigation of all NHS England complaints relating to primary care provided in Staffordshire & Shropshire as well as Derbyshire & Nottinghamshire. You can contact the Customer Contact Centre:

Post: NHS England
PO Box 16738
Redditch
B97 9PT
Email: england.contactus@nhs.net
Telephone: 0300 311 22 33

If patients are not satisfied with the way their complaint has been dealt with by the provider or commissioner, they can contact the Parliamentary and Health Service Ombudsman (PHSO)

Post: The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Email: phso.enquiries@ombudsman.org.uk
Telephone: 0345 015 4033

(Continued over)

¹ Updated 2015 to reflect NHS Complaints Service Changes.

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You can also contact the Care Quality Commission who regulates private and NHS dental care services in England by calling 03000 616161 or by visiting www.CQC.org.uk. They can take action against a service provider that is not meeting their standards

The General Dental Council is responsible for regulating all dental professionals and you can contact them on information@GDC-org.uk or by calling 0845 222 4141.

For private dental treatment you can contact the GDC private dental complaints service by calling 0845 612 0540 or visiting www.dentalcomplaints.org.uk.

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