

Complaints Policy

The practice is committed to offer high standards of care and service to our patients. If we have failed to meet their expectations we will make best endeavours to deal with any dissatisfaction promptly and courteously and learn from our mistakes.

Staff will follow the Complaints Procedure and acknowledge the complaint and direct it to the correct direction. The patient will receive an initial acknowledgement from the Practice Manager within 3 working days.

We will make every effort to fully investigate the issue within 28 working days. If there is a delay in investigation we will notify the patient about it, giving the reasons and the likely date for its completion.

We will keep comprehensive records and will inform the patient of the outcome of the investigation. It is our goal to offer the best solution, as we never want to have unhappy patients.

If the patient is still dissatisfied after following the practice procedure and the treatment was NHS, the patient can contact the relevant ombudsman. If the treatment was private, the patient can contact the General Dental Council private complaints service.

Policy Adopted: July 2009
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Approved by: Faye Perry
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