

COMPLIMENTS AND COMMENTS

We welcome compliments, suggestions and constructive criticism, as they help us to improve our service. All the staff at the practice is very interested in receiving your views. All comments are taken seriously.

Name

Address & Tel

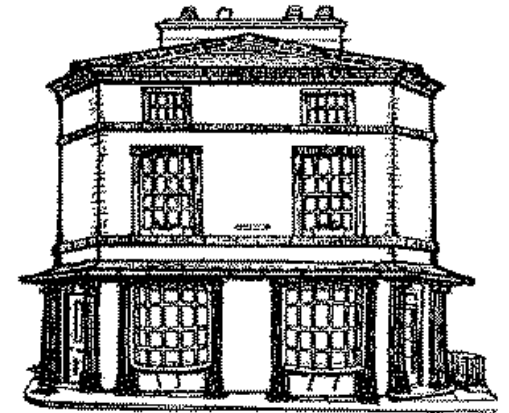
Your comments please:

OUR PRACTICE MISSION

Our aim is to provide a comprehensive choice of dental care of a high quality, with an emphasis on prevention, to every member of the family in an environment which is professional, but relaxed, friendly, caring and safe, with short waiting times. We aim to do this by developing and utilising the skills of everyone in the team.

**PLEASE HELP US
TO HELP YOU.**

COMPLAINTS PROCEDURE



The Dental Practice
Market Square
Kirkby Stephen
CA17 4QT

Tel: 017683 71250

PRACTICE COMPLAINTS PROCEDURE

It is very uplifting to receive compliments, and they can help us to identify what is best about our services.

However, it is possible that on occasion you may not be completely happy with the service which you have received, and you may wish to make a suggestion or a complaint.

This leaflet explains in simple words how you can comment upon or complain about our services.

If you have concerns about the service you have received from the dentist or any of the staff working in this practice, please let us know straight away. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our system adheres to national criteria. Denplan patients also have access to the system, as have Private Patients.

How to complain.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days, or at most a few weeks while it is still fresh in your mind and ours. This will enable us to establish more easily what happened. If it is not possible to do that, please let us have details of your complaint:

- ◆ within 6 months of the incident that caused the problem, or
- ◆ within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. You can contact us by telephone or by writing to the practice. Alternatively, you may ask for an appointment with the Practice Manager, Mrs Janine Borman in order to discuss your concerns. We will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What happens next?

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaint, we shall aim to:

- ◆ find out what happened and what went wrong.
- ◆ make it possible for you to discuss the problem with those concerned, if you would like to do this.
- ◆ make sure you receive an apology, where this is appropriate.
- ◆ identify what we can do to make sure the problem doesn't happen again.

Confidentiality

In order to investigate any complaint there may be a need to share information with other members of staff or other dental professionals. If you are not happy with this, please let us know at the initial contact.

Complaining on behalf of someone else.

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

What if I am still unhappy?

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong, and we welcome an opportunity to improve our service. If the complaint is of a clinical nature, we can arrange for you to be seen by another dentist in a neighbouring town to obtain a second opinion. If you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation, Denplan patients have access to a company arbitration system and NHS patients can ask the Healthcare Commission to review your case. This should be done within two months of the completion of our practice investigation. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service.

You can contact the Healthcare Commission on 020 7448 9200 or visit their website at

www.healthcarecommission.org.uk

or write to

Healthcare Commission
Complaints Team
Peter House
Oxford Street
Manchester
M1 5AN

The General Dental Council operate a dental complaints service for private patients. To seek their help with a dental complaint, telephone 08456 120540 in office hours (Monday to Friday 9am – 5pm) or fill in the form on their website www.dentalcomplaints.org.uk

or write to

Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road
Croydon
CR9 2ER