

## **Complaints Policy**

If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

### **How to complain**

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your verbal complaint cannot be sorted out this way and you wish to make a written complaint, we will respond to you acknowledging receipt within three working days.

Complaints should be addressed to Veselin Matov - Complaints Manager, or Marinela Bocheva – Deputy Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and 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 shall we do:**

We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within 10 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 the people involved. When we investigate 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 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

Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

### **Complaining on behalf of someone else**

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

### **Complaining to Dental Complaints Service**

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

If patients are not satisfied with the result of our procedure, then a complaint may be made to:

#### **Dental Complaints Service**

37 Wimpole Street, London, W1G 8GT  
Telephone: 020 8253 0800

#### **General Dental Council**

37 Wimpole Street, London, W1G 8DQ  
Telephone: 020 7167 6000

### **Complaints and the CQC**

The CQC don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback for service providers.

To send feedback to the CQC please go to: <https://www.cqc.org.uk/give-feedback-on-care> or Telephone: 03000 616161