

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 aim to resolve most issues quickly and efficiently, often at the time they arise and directly with the person involved. However, if your concern cannot be resolved informally and you wish to make a formal written complaint, we will acknowledge receipt within three working days.

You can also raise a complaint via:

Telephone: +44 20 3868 9195

Email: service.uk@dentaprime.com

In Person: Visit us at our clinic

Complaints should be addressed to Vyara Marinova - Complaints Coordinator, monitored by Egle Pelikyte - Complaints Manager and Marinela Bocheva - Complaints Officer. If you would like to discuss your concerns in person, you may request an appointment. We will guide you through the complaints procedure and ensure that your concerns are handled promptly and fairly.

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

Approved By: Marinela Bocheva

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