

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to try to resolve and complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint, and we will be happy to answer and questions you have about this procedure.

If you are not entirely satisfied with any aspect of our care of service, please let us know as soon as possible to allow us to address your concerns promptly. We accept written complaints via the post or direct email.

If you do not feel you can raise a complaint about your NHS service direct with us here at the practice, you can contact NHS England at England.contactus@nhs.net with 'for the attention of the complaints team' in the subject line.

Stephanie Black is the practice manager and will be the contact to assist you with any complaints.

You can send your complaints to Uttoxeter Dental Practice, Town Meadows Way, Uttoxeter, Staffordshire, ST14 8AZ or email the practice manager on uttoxeterdentalpractice@gmail.com.

We will keep the nature of the complaint confidential, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the practice manager will contact you at least every 10 working days to keep you informed of any reasons for any delays, the progress of the investigation and the proposed date for completion.

When the investigation has been completed, you will be informed of the outcome in writing. We will make our response clear, addressing each of your concerns as best we can. Solutions could include replacing treatment, refunding fees paid or other solutions that meet your needs to resolve the complaint.

We regularly analyse patient complaints to learn from them and improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint, you can take the matter further, please see the contacts below.

GDC-if you are dissatisfied with our response to a complaint, you can contact the GDC private dental complaints service within 12 months of treatment or within 12 months of becoming aware of the issue. Call **020 8253 0800** or visiting www.dentalcomplaints.org.uk

The General dental council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org or by calling **020 7167 6000**.

NHS complaint, you can contact the Parliamentary Health Ombudsman (England) by calling **0345 015 4033** or visiting www.ombudsman.org.uk

CQC Who regulate private and NHS dental care services in England by calling **03000 616161**. They can take action against a service provider that is not meeting their standards who may be able to help.