

## 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 service that you have received and you wish to make a suggestion or complaint.

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

If you have any concerns about the service you have received from the dentist, or any of the staff working at The Bay Dental Practice, please let us know straight away. We operate a practice complaints procedure which adheres to national criteria.

### *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 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 a couple of days, or at the 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 that it is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. You can contact us by telephoning or by writing/emailing the practice.

Alternatively you may ask for an appointment in order to discuss your concerns. We will ensure that these 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 two working days and aim to have your complaint dealt with within ten 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 does not happen again.

If after this, you feel your complaint to be still unresolved you can progress to the second stage which is to request an “Independent Review”. For private patients this would be to approach “The Dental Complaints Service” and for NHS patients “The Parliamentary and Health Service Ombudsman”.

### *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.