

## Patient Complaints Procedure

It is our aim at Burwell dental to always have satisfied patients, to meet your expectations of care & service and to resolve any 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 any questions you may have about this procedure.

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

Sheetal Jadhav is the Complaints Manager and will be your personal contact to assist you with any complaints. However, if you feel more comfortable discussing your complaint with another member of staff, they are all trained in complaint's procedures and will be happy to help.

There are several ways for you to contact us:

- 1) You can telephone the Practice on (01638) 741350 to speak with either a member of staff of the Complaints Manager
- 2) Email the Practice or Complaints manager on 'office@burwelldental.co.uk'
- 3) Send your complaint in writing to the Complaints Manager at: Burwell Dental, 25 Ness Road, Burwell, Cambridgeshire, CB25 0AA.

If the Complaints Manager is unavailable, a member of staff will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the Practice. We will keep comprehensive and confidential records of your complaints, which will be stored securely and will only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

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

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You

will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacement treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We analyse patient complaints to learn from them and to 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.

**Contacts:**

GDC Private Dental Complaints Service can be contacted by calling (0208) 253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

The General Dental Council is responsible for regulating all dental professionals. You can complain using their on-line form at [www.gdc-uk.org](http://www.gdc-uk.org), contact them on 'information@gdc-uk.org' or by calling on (0207) 167 6000.

The Parliamentary Health Ombudsman (England) by calling (0345) 015 4033 or visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

The Care Quality Commission who regulates private and NHS dental care services in England by called (03000) 161161. They can take action against a service provider that is not meeting their standards.