

# Prestbury Road Dental Practice

Telephone: 01625 432300    [info@prestburyroaddental.co.uk](mailto:info@prestburyroaddental.co.uk)

## Practice Complaints Policy and Procedure

All our patients should leave the Practice pleased with the service and care they have received. Consequently, we take any complaint seriously. If a complaint is received, it will be dealt with promptly and courteously. The aim is to resolve the matter as quickly as possible, in line with current procedure and if possible, to resolve the matter equably. We aim to learn from a complaint must learn as this may highlight a failure in our systems. We will adopt a 'no blame' approach when investigating complaints. We will, at all times, be polite and respect the views of our patients.

1. The Practice Manager, Fiona Burke-Jackson, is responsible for dealing with all complaints about our service. She may be contacted via Reception or : [fiona@prestburyroaddental.co.uk](mailto:fiona@prestburyroaddental.co.uk);
2. If a complaint is made by telephone, the member of staff receiving the complaint will make an initial record of the patient's concerns, report it to the responsible person who will check this for accuracy. The patient should be contacted to check the accuracy of the record;
3. If the Manager is available, the patient will be asked whether they would like to see her immediately. Otherwise the patient will be advised when the Manager will be available via telephone;
4. If the patient complains in writing or by email, the complaint will be passed immediately to the Manager;
5. Complaints about clinical care or the amount charged for treatment will be referred to the Manager, who then may refer it to the dentist concerned;
6. All complaints will be acknowledged as soon as practicably possible but within three working days – this may be by phone or email. If the patient has not yet discussed the matter with the Manager, they will be offered the opportunity to do so. The patient will also be advised of the process we will follow in resolving the complaint;
7. We will investigate the complaint as quickly as possible;
8. On completion of our investigation, we will provide the patient with a full oral or written response, which will include:
  - an explanation of how the complaint has been considered
  - the conclusions reached in respect of each specific part of the complaint
  - details of any necessary remedial action
  - whether the Practice is satisfied with any action it has already taken or will be taking as a result of the complaint;Proper and comprehensive records will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

If a patient is not satisfied with the result, then the complaint may be referred to:

NHS Patients:

PCT - The Parliamentary and Health Service Ombudsman for complaints about NHS treatment

Millbank Tower, Millbank, London, SW1P 4QP

Telephone: 0345 015 4033



[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

General Dental Council – Dentist' Registration Body

37 Wimpole Street, London, W1M 8DQ

**General  
Dental  
Council**

protecting patients,  
regulating the dental team

**Corporate Strategy 2020-2025**

Private Patients: The Dental Complaints Service for complaints about private treatment

The Lansdowne Building, 2 Lansdowne Road, Croydon, CR9 2ER

Telephone: 08456 120 540

[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)