

# COMPLAINTS PROCEDURE

## Practice complaints procedure

If you have a complaint or concern about the service you have received from the dentist or any member of the staff working in this practice, please let us know. We operate a practice complaints procedure as recommended by the General Dental Council.

## How to complain

We hope 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 in 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 days or at the most a few weeks, because this will enable us to establish what happened more easily. 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 this is within 12 months of the incident.

Complaints should be addressed to Dave Ryder or any of the dentists. Alternatively, you may ask for an appointment with Mr Ryder in order to discuss your concerns. He will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

## What we shall do

We shall acknowledge your complaint within three working days and aim to respond to your complaint no later than ten working

days of the date when you raised it with us, when we should 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
- Make sure you receive an apology and offer a fair solution, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

## 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 letter signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

## Complaining to the health authority

We hope that, if you have a problem, you will use 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.

If however you are not satisfied you may obtain further advice from the Dental Complaints Service, which is run independently by the General Dental Council for private patients; or for NHS patients the Dental Complaints Service.

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Dental Complaints Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon  
CR0 6BA  
Tel: 0208 253 0800  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Complaints Manager:  
NHS England North  
Unit 3  
Alpha Court  
Monks Cross  
York  
YO32 9NW  
Tel: 0113 8251843  
[www.england.nhs.uk/north/contact-us](http://www.england.nhs.uk/north/contact-us)

The General Dental Council  
37 Wimpole Street  
London  
W1G 8DQ  
Tel: 020 7167 6000  
[www.gdc-uk.org](http://www.gdc-uk.org)