

## **Patients Complaints Procedure**

It is our aim to always have satisfied patients, to meet your expectations for care and 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 these procedures.

We accept complaints verbally and written, although when giving verbally we may ask you to put your complaint in writing for our own records.

Charlotte Armitage is the complaints/practice manager and will be your personal contact to assist you with any complaints.

Complaints should be sent to:

**Charlotte Armitage**  
**Greenside Dental Care**  
**1 Mortimer Street**  
**Cleckheaton**  
**BD19 5AR**

Or you can email Charlotte at: [charlotte@greensidedentalcare.co.uk](mailto:charlotte@greensidedentalcare.co.uk).

If a you make a complaint on the telephone or at reception, we will listen to the complaint and try to resolve before referring to Charlotte. If Charlotte is not available at time, details will be recorded and a time frame given as to when Charlotte will be in contact. If Charlotte is on annual leave and you would like the complaint dealing with before she returns to work, this will then be referred on to the practice principle, Chris Woods. We aim to resolve verbal complaints within 24 hours.

Written complaints will be acknowledged within 3 working days of receiving the complaint, along with a copy of the practice complaints procedure.

We seek to investigate the complaint within 10 working days of receipt to give an explanation of the circumstances which have led to the complaint.

If we are unable to investigate within the 10 working days period, you will be informed of this and the investigation will continue until resolved. You will regular up dates as to what stage we are at with the complaint, this is usually every 10 working days until resolved.

If the complaint is regarding a former associate, the complaint and your details will be passed onto for them to investigate. This can take longer than the expected 10 working days, however the you will be kept informed throughout.

When the investigation is complete, you will be informed of the outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. Here we can discuss solutions including replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions to meet the needs of your complaint.

We regularly analyse patients' complaints to learn from them and to improve our services. That is 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 contacts below.

If you are dissatisfied with our response to a complaint, you can contact the GDC private  
All treatment, unless discussed otherwise, is guaranteed for 12 months.

### **Contacts**

#### **Private complaints:**

The Parliamentary Health Ombudsman: 0345 014 033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

General Dental Council: 020 7167 6000 or [www.gdc-uk.org](http://www.gdc-uk.org)

Care Quality Commission: 03000 616 161

The Dental Complaints Service: 08456 120 540

Patient Advice and Liaison Service (PALS): 01924 542972

#### **NHS Complaints:**

NHS England: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

The Health Commission: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

General Dental Council: 020 7167 6000 or [www.gdc-uk.org](http://www.gdc-uk.org)

Care Quality Commission: 03000 616 161