

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of 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 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.

Nyree Nayler is the Complaints Manager and will be your personal contact to assist you with any complaints.

You can send your complaints to Louise Lunness-Barnes Dental Clinic, 4, The Parade, Allington Drive, Strood, Kent. ME2 3ST, call us on 01634 713422 or email the Complaints Manager on nyree@lbdentalclinic.co.uk.

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 within 10 working days. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If these time scales cannot be met (for example someone central to the complaint is on holiday) we will tell you. 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
- * Find out what your desired outcome of the complaint might be
- * Make it possible for you to discuss the problem with those concerned if you would like this
- * Make sure you receive an apology where this is appropriate
- * Identify what we can do to make sure the problem doesn't happen again

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 replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly 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.

If you are dissatisfied with our response to a complaint about private treatment you can contact The GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue.

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.



If you are still unhappy about your NHS complaint, you can contact NHS England at england.contactus@nhs.net with 'For the attention of the complaints team' in the subject line

You can also contact the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk

The [Care Quality Commission](http://www.cqc.gov.uk) (CQC) who regulates private and NHS dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 020 7167 6000.

