

DENHAM GREEN COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from your dentist or any member of our staff, please let us know. In this practice we take complaints very seriously. Our aim is to react to complaints in the way in which we would want our complaint about a service handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

HOW TO COMPLAIN

We hope that 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 most a few weeks. 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 twelve months of the incident that caused the problem; or within twelve months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Asha Chandaria, or telephone 01895 832238 and speak to the receptionist. She will take brief details of the complaint and pass them on. Alternatively, you may ask for an appointment with Asha Chandaria or the dentist concerned in order to discuss your concerns. He/She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

WHAT WE WILL DO

We shall acknowledge your complaint or concern in writing within two working days of receipt. This can also be done by e-mail if this is more convenient. We will investigate your complaint within ten working days. If we are unable to investigate the complaint within ten working days we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed. We shall then offer you an explanation and/or a meeting to discuss the complaint.

In investigating your complaint we shall aim to:

Establish the facts.

Make it possible for you to discuss the problem with those concerned, if you would like this. If you do not wish to meet them, then we will attempt to talk to him or her on the telephone.

Make sure you receive an apology, where this is appropriate.

Identify what we can do to make sure the problem doesn't happen again.

As soon as possible after the conclusion of the investigation we will send to you a written response outlining the above. If we cannot do this within six months of receiving the complaint or within the time period agreed with the complainant, we will notify you in writing explaining the reasons for the delay. You will then receive the response as soon as practically possible after the relevant period.

A record is kept of all complaints received.

COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are complaining on behalf of a patient, we would adhere to the rules of confidentiality.

We would therefore need the patient's permission for you to act on their behalf.

COMPLAINING TO THE PRIMARY CARE TRUST

If you are not satisfied with the outcome of your complaint or concern about your NHS treatment you are entitled to contact the PCT Complaints Manager at Buckinghamshire NHS Primary Care Trust, 3rd Floor Rapid House, 40, Oxford Road, High Wycombe, Buckinghamshire HP11 2EE.

The General Dental Council, 37 Wimpole Street, London W1M 8DQ.