

Complaints Policy

At Bawtry Dental practice we aim to provide a high-quality service. Complaints and suggestions from patients and their carers are taken seriously and are not dismissed or ignored. We will use complaints and feedback to improve our services to our patients. We as a practice will act fairly with regards to complaints and act to resolve them promptly. All complaints should be dealt with by the practice in the first instance.

Our aim is to react to complaints promptly and in a way, we would want our service to be handled.

- 1, The person responsible for dealing with complaints is Dr Mahomed Issa.
- 2, You will be asked how you would like to make your complaint. This can be done via phone/ letter or email.
- 3, If a complaint is about any aspect of clinical care, it will normally be referred to the dentist in question, unless the patient does not want this to happen.
- 4, We will send an acknowledgment letter to the patient, along with a copy of our complaint's procedure within three working days.
- 5, If the patient does not want to meet with us in person, we will plan to discuss the complaint over the phone.
- 6, We aim to investigate the circumstances on the complaint within ten working days. However, if this is not possible, we will notify the patient with an estimated time frame.
- 7, Once our investigation of the complaint is completed, we will notify the patient in writing.
- 8, All aspects of the investigation are recorded, as well as any actions taken to help improve our services.

9, If you are still unhappy with the results and outcome of the complaint, then a further complaint can be made to: Parliamentary and Health Service Ombudsman - Telephone: 0345 015 4033 www.ombudsman.org.uk

NHS England PO Box 16738, Redditch, B97 9PT- Telephone: 0300 311 22 33 or via email: England.contactus@nhs.net

The General Dental Council, 37 Wimpole Street, London, W1N 8DG – Telephone: 020 7167 6000