

Practice Complaints Procedure

Document reviewed by ZD and RA on 08.06.2020 and discussed with team members during staff meeting on 08.06.2020.

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, we investigate 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.

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

Please address all complaints to Zaneta Dobosz.

You can send your complaints to Adams Dental, 244a Chase Side, Southgate, London N14 4PL

or email to zaneta@adamsdental.co.uk

if we cannot resolve your problem immediately it will be acknowledged in writing within 3 working days and we aim to provide a full response within 10 working days.

If Zaneta Dobosz is unavailable, we will take brief details about the complaint and let you know when you can talk to a suitable team member as soon as possible. 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 the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. 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.

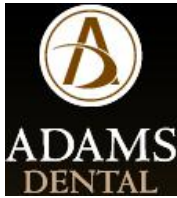
We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

If you are dissatisfied with our response to a complaint 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. Please see the contact details below.

Contacts

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

If you are unhappy about your NHS treatment you can make a complaint to the commissioner of NHS services and you can contact NHS England (Y: see below to complete this section).



You can also contact (Z: see below to complete this section) who may be able to help.

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.

Y:

- In England = NHS England at england.contactus@nhs.net with 'For the attention of the complaints team' in the subject line
- In England = the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk

Z:

- 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 Regulation and Quality Improvement Authority](http://www.rqia.gov.uk) (RQIA) who is Northern Ireland's independent health and social care regulator) by calling 028 9051 7500. It can investigate complaints about independent (private) healthcare providers
- [Healthcare Improvement Scotland](http://www.his.scot.nhs.uk) (HIS) who has responsibility for the regulation of independent healthcare services in Scotland by calling 0131 623 4300

