

Cheddar Dental Practice

Practice Complaints – Information for Patients

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted 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 – because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident that caused the problem
- within 12 months of discovering that you have a problem

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment with our Practice Complaints Manager John Smalley or the Practice Manager Gill Smalley. S/he will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What We Shall Do

We will usually acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. Complex matters may take up to 6 months but we will keep you informed of our progress. We shall try to then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless that are incapable of providing this because of physical or mental illness or are a child under 16 years.

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation you should contact one of the following services:

NHS services

NHS Somerset PALS Wynford House, Lufton Way, Yeovil. BA22 8HR 0800 0851 067

E-mail : pals@somerset.nhs.uk

Somerset PCT Wynford House, Lufton Way, Yeovil. BA22 8HR Tel: 01935 384000

Parliamentary & Health Service Ombudsman

Millbank Tower, Milbank, London. SW1P 4QP Tel: 0345 015 4033 www.ombudsman.org.uk

Private treatment

Dental Complaints Service, The Lansdowne Building 2 Lansdowne Road, Croydon

CR9 2ER Tel. 08456 120 540 E-mail: info@dentalcomplaints.org.uk

Denplan patients may contact **Denplan** Tel. 0800 169 7220

More advice is available from:

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

Tel. 020 7887 3800 E-mail: Complaints@gdc-uk.org

or **Care Quality Commission**, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG

Tel: 03000 616 161 Website: www.cqc.org.uk Email: enquiries@cqc.org