

## **Starbeck Dental Centre Complaints Procedure – Information for Patients**

If you have a complaint or concern about the service you have received from any member of our dental team, please let us know. We operate a complaints procedure which complies with current legislation.

### **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 resolved in this way and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. If this it is not possible, please let us have details of your complaint:

- within 6 months of the incident that caused the problem or
- within 6 months of discovering that you have a problem (provided this is within 12 months of the incident).

Complaints about any dental treatment you received should be made to the dentist who normally sees you. Alternatively you can arrange an appointment with Barbara Woodcock, our Practice Manager, to discuss your concerns. She 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 acknowledge your complaint within 2 working days and aim to have it fully investigated within 10 working days. We shall then be in a position to either give you a written explanation, or offer a meeting with those involved.

We will aim to:

- find out what happened and what went wrong
- offer you the chance to discuss the problem with those concerned
- where appropriate, ensure that you receive an apology
- identify what we can do to make sure the problem does not arise again

### **Complaining on Behalf of Someone Else**

Please note that we have a duty to maintain patient confidentiality in all cases; we cannot discuss an individual in their absence without their written consent. If you are complaining on behalf of someone else, a letter signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness, or if they are a child under 16 years. In these cases we will require evidence that you are a parent, guardian or registered carer of the individual concerned.

### **Complaining to a Third Party**

We hope that if you have a problem, you will make use of our complaints procedure. We believe that this will be the most effective way of resolving the matter and will provide an opportunity to improve our practice. However this does not affect your right to complain to an external third party, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. The following organisations are available:

Dental Complaints Service  
The Lansdowne Building  
2 Lansdowne Road  
Croyden  
CR9 2ER  
Tel. 08456 120 540

E-mail: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

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The General Dental Council  
37 Wimpole Street  
London  
W1M 8DQ  
Tel. 020 7887 3800

E-mail: [Complaints@gdc-uk.org](mailto:Complaints@gdc-uk.org)

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If your complaint concerns NHS treatment you should go through one of the following methods.

**Write to:**

NHS England,  
PO Box 16738,  
Redditch,  
B97 9PT.

**Telephone:**

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

**Email:**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

For further information please visit the NHS England website [www.england.nhs.uk](http://www.england.nhs.uk)

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If you are registered with the practice under Denplan you may contact Denplan for advice on 0800 169 7220

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