

Company Policy and Procedure – Complaints

We strive to ensure that all our patients are satisfied with their experience of our services. We welcome feedback from patients and take any complaints seriously. We aim to deal with any complaints courteously and efficiently so that they can be resolved as quickly as possible.

Our complaints procedure outlines how we will deal with any complaints.

The person responsible for dealing with any complaints in the practice is the Practice Manager.

How to Complain

We hope that most issues can be resolved promptly and efficiently, often at the time they arise and directly with the person(s) concerned. If your issues cannot be resolved this way and you wish to make a formal complaint, you may do so verbally by speaking to a member of our team, who will direct you to our complaints lead. Alternatively, you can write to us by letter or email.

Complaints Made Verbally

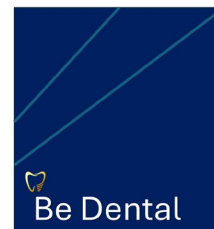
If you wish to make a complaint over the phone or in person, we will listen to your complaint carefully and offer to refer you to our complaints lead. If they are unavailable, the staff member will take your details and give a brief explanation of the complaint to pass on. Your complaint will be acknowledged within 24 hours.

Complaints Made via Email or Letter

Any letters or emails regarding a complaint will be immediately passed to the complaints lead. Your complaint will be acknowledged within 24 hours. Please allow additional time if you have sent the letter by post.

Investigation

We will contact you to discuss your complaint unless it can be resolved promptly and without the need for further consultation. Any complaints involving clinical care will be referred to the treating dentist unless you request this not to happen.



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We will then investigate your complaint and will aim to provide a full response within 5 (five) working days of initiating the investigation into your complaint.

If additional time is required, we may extend this by a further 10 (ten) working days, starting from the end of the initial 5-day period. We will ensure that you are kept informed throughout this process.

Once we have made a decision regarding your complaint we will inform you by your preferred contact method.

It is possible that if a complaint regards clinical care or is complex, we may need to seek advice from our insurers, indemnifiers or legal advisors and, therefore, may need to share some of your information for this purpose.

Time Limits for Opening Complaints

Complaints should be made within 12 months of the incident or when the complainant first discovered the problem.

Complaints to External Bodies

We hope that, if you have a concern, 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.

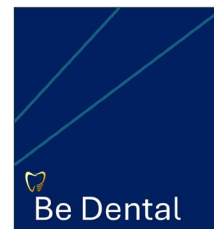
However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the outcome of our investigation.

The CQC: The CQC don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback to service providers.

To send feedback to the CQC please go to: <https://www.cqc.org.uk/give-feedback-on-care>

Telephone: 03000 616161 (Mon to Fri, 8.30am - 5.30pm Excluding Bank Holidays)

The Care Inspectorate handles feedback about care services in Scotland. Visit their [website](#) or call 0300 244 4000



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For NHS treatment concerns: If you would rather not go directly to your practice, you can contact **NHS Inform Scotland** via this [link](#).

In England you can contact your **local integrated care board (ICB)**, which is responsible for NHS dental services. Please follow this [link](#) to find your local ICB contact details.

If you are unhappy with how the practice or NHS Inform Scotland has dealt with your complaint, you may wish to approach the **Scottish Public Services Ombudsman (SPSO)** (Tel: 0800 377 7330, [Website](#)).

In England, you can contact **The Parliamentary and Health Service Ombudsman**

Telephone: 0345 015 4033

Website: <https://www.ombudsman.org.uk>

For private treatment concerns: If your concerns relate to independent or private treatment you have received, you can contact the **Dental Complaints Service**.

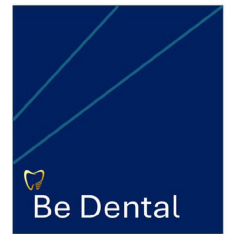
Telephone: 0208 253 0800 (Mon-Fri, 9am-5pm)

Website: <https://dcs.gdc-uk.org/>

GDC

Telephone: 0854 222 4141 or 0207 887 3800

Website: <https://contactus.gdc-uk.org/Complaint/Process/13>



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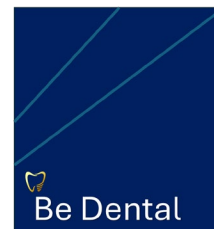
Financial Ombudsman - <https://www.financial-ombudsman.org.uk>

complaint.info@financial-ombudsman.org.uk

Call the helpline on 0800 023 4567

If you are dissatisfied with our response and your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter.

Further information and contact details can be found on
www.financial-ombudsman.org.uk.



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Document monitoring

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08/04/2025	Daniela Zara Audit Officer	April 2026