

The Martock Dental Practice



Complaints Policy

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 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 the treatment you received should be made to Emma Nash. Alternatively, you may ask for an appointment with Emma in order 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 shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 days of the date when you raised it with us. We shall 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 year

Address: 13 Church Street, Martock, Somerset, TA12-6JL

Tel: 01935 823040

Email: reception@martockdental.co.uk

Complaining to Dental Complaints Service

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 this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish further advice you should contact:

Contact Details:

- NHS England,
PO Box 16738,
Redditch
B97 9PT
email: England.contactus@nhs.net)
- Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank
London,
SW19 4QP.
Tel: 0345 015 4033
email: www.ombudsman.org.uk for complaints with NHS treatment.
- Dental Complaints Service,
Stephenson House,
2 Cherry Orchard Park,
Croydon
CR0 6BA
Tel: 08456 120 540 for complaints about private treatment
- The General Dental Council,
37 Wimpole Street,
London
W1M 8DQ
- Your local Citizens advice bureau
- The British Dental Association Good Practice,
64 Wimpole Street,
London
W1G 8YS
- Care Quality Commission (see website)

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