

WEST PARK DENTAL CARE

Practice Complaint Procedure

If you have a complaint about the service that you have received from the dentists or any of our staff working in this practice, please let us know. We operate a practice complaint procedure, which follows the national guidelines and is available to all our patients.

We hope that problems will be few and that most can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out 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 more easily. Complaints should be addressed to Dr Andrew Groves or Dr Emma Groves. They will explain the complaint procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint normally within two working days and aimed to investigate your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaints, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this:
- make sure you receive an apology, where it is appropriate:
- identify what we can do to make sure the problem doesn't happen again

Complaining to the Dental Complaints Service

We hope that, if you have a problem, you will use our practice complaint procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the Dental Complaints Service; if you feel you cannot raise your complaint with us **or** are dissatisfied with the results of our investigation. You should contact:

- Dental Complaints Service
Stephenson House
2 Cherry Orchard Rd
Croydon
CR0 6BA
Tel. 020 8253 0800

You may also like to contact the General Dental Council for more advice.

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

For patients with a Denplan payment plan, contact the Clinical Mediation and Risk Management team for advice at:

- Simplyhealth Professionals
Tel. 0800 169 7220