

Sedgefield Dental Practice

Complaints Policy

The person responsible for dealing with any complaints about the service we provide is the practice owner Mr C J Edmonds.

If the patient complains on the telephone or at the reception desk, our receptionist will listen to their complaint and offer to refer him or her to Mr Edmonds immediately. If Mr Edmonds is not available at the time, the patient will be told when he / she will be able to speak to Mr Edmonds and the necessary arrangements will be made for this to happen. Our receptionist will take brief details of the complaint and pass on this information to Mr Edmonds as soon as possible.

If the complaint is about any aspect of clinical care it will normally be referred to the practitioner concerned unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them over the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving the reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

If a patient is not satisfied with the result of our procedure then a complaint may be made to:

The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CRO 6BA. Telephone 020 8253 0800.

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ
(the dentist's registration body). Telephone 020 7167 6000.

Care Quality Commission Customer Service Centre, Citygate,
Gallowgate, Newcastle upon Tyne, NE14PA. Telephone 0300 616161.