

Practice Complaints Procedure

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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 IN WRITING. We operate a practice complaints procedure for dealing with complaints. Our complaints system adheres to national criteria.

How to complain:

We hope that most of the problems 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 couple of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- i. within six months of the incident that caused the problem, or
- ii. within six months of discovering you have a problem, provided this is within twelve months of the incident.

Your complaints should be addressed to the Complaints Manager and sent to:

Queensway Dental Clinic, 170 Queensway, Billingham, Teesside, TS23 2NT.

What happens next?

We aim to acknowledge your complaint within two working days and aim to have looked into your complaint within two weeks of the date you raised it with us. We shall then be in a position to offer you an explanation. In investigating your complaint we shall aim to:

- i. find out what happened and what went wrong,
- ii. make it possible for you to discuss the problem with those concerned,
- iii. ensure you receive an apology where this is appropriate,
- iv. ensure the problem does not occur 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 permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

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NHS Patients, complaining to the Primary Care Trust

For the North Tees area, you should contact the North Tees Primary Care Complaints Manager, for further advice, at the following address:

Paul Carter
North East Primary Care Service Agency
Rapier House
Sunderland Enterprise Park
Sunderland
SR5 3XB
0191 5026542

If you are not from the North Tees area you may seek further assistance by ringing your primary care trust.

Private Patients

If you have had private dental treatment and are dissatisfied with the complaint outcome received from Queensway Dental Clinic, you can call the Dental Complaints Service on 08456 120540 in office hours (Monday to Friday 9am - 5pm) or fill in the form online at www.dentalcomplaints.org.uk.