

LAUREL VILLA DENTAL PATIENT COMPLAINTS PROCEDURE

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly.

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 resolved in this way and you wish to make a formal complaint, please contact our Complaints Manager Karen Cosgrove.

Karen can be contacted by calling 01744 24631, by email admin@laurelvilladentist.co.uk, or by writing to her at Laurel Villa Dental, 261 Prescott Road, St Helens, WA10 3HG.

What We Shall Do

Karen will acknowledge your complaint within 3 working days and she will aim to have looked into your complaint within a specified time frame of the date that you raised it with us.

When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the findings and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

If the complaint investigation takes longer than anticipated, Karen will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the person is next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only by those who need to know about your complaint.

If you would like support to make a complaint, you can get help from an NHS Complaints Advocate. Contact your local Healthwatch (03000 68 3000) to find out who provides Independent Health Complaints Advocacy in your local area.

If the complaint cannot be resolved by the practice or if you would rather not involve the practice, you can contact NHS England (for NHS complaints).

NHS England at: england.contactus@nhs.net. Tel 0300 311 2233

Write to them at: NHS England, PO Box 16738, Redditch, B97 9PT

If you are not happy with the way in which your formal complaint was handled (either by the dental practice or NHS England,) you can go to the Parliamentary and Health Service Ombudsman (0345 015 4033). The Ombudsman makes the final decision on complaints that have not been resolved by the NHS in England.

If the complaint is regarding Private Treatment:

The Dental Complaints service at: www.dentalcomplaints.org.uk. Tel 020 8253 0800

Write to them at: Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 020 7167 6000.

Complaining on Behalf of Somebody 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.