

Our Practice complaints procedures

These clear complaint procedures are monitored and reviewed and the named contact who is accountable for doing this is Dr Melt Hanekom.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to Dr Melt Hanekom immediately.

If this named person is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

1. If the patient complains in writing the letter will be passed on immediately to Dr Melt Hanekom.
2. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
3. A written acknowledgment of a complaint with accompanying copy of our complaints policy will be sent as soon as possible, **normally within 3 working days**.
4. 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 on the telephone. If we are unable to investigate the complaint within 10 working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
5. We will confirm the outcome about the complaint in writing immediately after completing our investigation.
6. We will complete proper and comprehensive records of any complaint received in a complaints tracker along with the outcome and any measures taken to prevent recurrence.

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

- For complaints about private treatment: The Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
Telephone: [0208 253 0800](tel:02082530800)
- For complaints about NHS treatment: NHS Somerset Integrated Care Board
Wynford House
Lufton Way
Yeovil
Somerset
BA22 8HR
Website address: [NHS Somerset ICB](https://www.nhs.uk/healthcarecomplaints/)
Email: somicb.complaints@nhs.net
Telephone: [08000 851067](tel:08000851067)
- The Care Quality Commission at: Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: [03000 616161](tel:03000616161)