



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, investigating 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 and we will be happy to answer any questions you may have about this procedure.

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. We accept complaints made verbally as well as written complaints. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to: england.contactus@nhs.net

We take all complaints seriously and strive to resolve them fairly and efficiently. When you raise a concern, it will be handled directly by the dentist involved in the matter, ensuring a thorough understanding of the clinical context. If your complaint pertains to a broader practice issue, such as administrative procedures or service delivery, our practice manager will take responsibility for investigating and addressing your concerns. This approach ensures that the person most knowledgeable about the specific issue is directly involved in finding a resolution.

You can send your complaints to Patient First Dental Practice, 28 London Road, Grays Essex, RM17 5XY or email at patientfirst@live.co.uk. Alternatively, you can call on 01375 396264 where the receptionist can take a brief note about the complaint and the appropriate person will respond to you. You may be asked to put the complaint into writing.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint.

We aim to investigate and respond to the complaint with an outcome by **30 working days**. If the complaint investigation takes longer than anticipated, then we will contact you at least every ten working days from then to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. We will also discuss the results 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.

We regularly review patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint, you can take the matter further, please see the contacts below.

If you are dissatisfied with our response to a complaint you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see the contact details below.

Contacts

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.

If you are still unhappy about your NHS complaint, you can contact Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk or contact the NHS directly by email at mseicb.complaints@nhs.net, telephone on 01268 594350 or Postal address at NHS Mid and South Essex ICB, PO Box 6483, Basildon, SS14 0UG.

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.

We aim to resolve verbal complaints within 10 working days where possible. If your complaint is in writing, we will send an acknowledgement letter within 3 working days and a copy of this policy will be attached. We will aim to provide a full response in writing by 30 working days. You will be updated and informed if the investigation will take longer than expected.