

## **Pearl Dental Care Sevenoaks**

### **Practice Complaints Policy and Procedure**

Reviewed April 2017

At Pearl Dental Care Sevenoaks, we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to respond to your complaints or concerns in a caring and sensitive way.

#### **If You Have a Complaint or Concern**

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. **We operate a Practice Confidential Complaints Procedure.**

#### **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 sorted 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 matter of days or at most a few weeks - because this will enable us to establish what happened most easily.

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment or contact Rose Barnard – in person, by telephone, email or in writing - in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

#### **What We Shall Do**

We will acknowledge your complaint in writing and enclose a copy of this policy, normally within 3 working days. We will then seek to investigate the complaint within 15 working days of receipt of your complaint and to give an explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within 15 working days we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.

In the first instance we offer a meeting with you to discuss and try to resolve the issue. If you do not wish to meet us in person, we will attempt to talk to you on the telephone. You may also choose that we deal with your complaint or concern in writing.

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

### **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 the permission of the complainant. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years old.

**Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers concerns in a caring and sensitive way.**

### **Further Advice**

We hope that if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If we cannot resolve your complaint or you are dissatisfied with the result of our investigation you may wish to contact:

#### **Dental Complaints Service**

Stephenson House,  
2 Cherry Orchard Road,  
Croydon  
CR0 6BA

Tel: 020 8253 0800

E-mail: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

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