

Complaints Policy

Complaints Policy

If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we will respond to your complaint within three working days, enabling us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

Formal complaints should be addressed to the inbox Complaints.uk@smile2impress.com. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we will do

We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned if you would like this
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

Should a patient make a complaint or claim, we may need to provide information about the patient, and the treatment they have received, to insurers, indemnifiers or legal advisers.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of physical and mental illness) of providing this.

Complaining to Dental Complaints Service

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. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

Financial Complaints

If the complainant is financial in nature and you remain dissatisfied with our response or if we have not provided a resolution within 15 working days of receiving the complaint, the complainant has the right to refer the complaint to the Financial Ombudsman.

The complainant can contact the Financial Ombudsman using the following details:

Phone: 020 7964 1400

Email: business.support@financial-ombudsman.org.uk

For further advice, you should contact:

Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Telephone: 020 8253 0800
(Monday – Friday 9am – 5pm)

Or

General Dental Council
37 Wimpole Street
London
W1G 8DQ
Email: www.gdc-uk.org
Telephone: 0845 222 4141 or 020 7887 3800