

Complaints Handling Policy

Central Park Dental Practice Ltd

We take complaints very seriously 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.

We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is **Dr Anita Norgren-Alarcon**.

How to complain

You can complain over the telephone, in person or by letter. We will listen to your complaint and offer to refer you to **The Practice Manager, Dr Anita Norgren-Alarcon**, immediately. If she is not available at the time, the member of staff will take brief details of the complaint and pass them on. It would be of great help if you could provide us with as much information as possible.

If the complaint is being made on behalf of someone else we will need to know that you have permission to do so. This can be in the form of a note signed by the person concerned. This is due to strict rules on confidentiality.

What to expect from us

We will acknowledge the complaint within three working days and aim to have looked into the complaint within ten working days of the date when the complaint was made. We will confirm the decision about the complaint in writing immediately after completing our investigation. If we are unable to investigate the complaint within 10 working days we will notify you and give a reason for the delay.

We aim to ensure that we find out what happened and what went wrong. We will make arrangements for you to discuss the problem with those concerned, if you would like to do this. If appropriate you will receive an apology. We shall also identify what we can do to prevent the problem from reoccurring.

Complaining to the Patient Advice and Liaison Service (PALS) or the Primary Care Trust (PCT)

If patients are not satisfied with the result of our procedure then a complaint may be made to:

- Patient Advice and Complaints Team
FREEPOST EX184
County Hall
Topsham Road
Exeter
EX2 4QL

Tel: 0300 123 1672, 01752 435 204 or 01392 267 665. For complaints - 01392 207 819

SMS: text 07789741099 for a call back

Email: pals.devon@nhs.net or complaints.devon@nhs.net

- Plymouth Primary Care Trust
Building One
Derriford Business Park
Brest Road
Plymouth
PL6 5QZ
Tel: 01752 315 315
- The General Dental Council
37 Wimpole Street
London
W1M 8DQ
(The dentists' registration body)

If you have received treatment under a private contract then you should contact the Dental Complaints Service:

- The Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road
Croydon
Greater London
CR9 2ER
Tel: 0845 6120540
Website: www.dentalcomplaints.org.uk