

# **CARISBROOK DENTAL CARE**

## **Compliments and complaints procedure**

We are committed to providing a quality service to all our patients. To do this we need to constantly look for ways of improving how we work. You are in the best position to judge how we are doing and we certainly need you to tell us when we get it wrong.

We strive not to give cause for complaints, but every one received is recorded and acted upon. Quite often we can resolve a complaint immediately. If not we will investigate your complaint fairly and fully and deal with it quickly and confidentially.

We are also pleased to receive letters of praise for our staff, and for the service we provide.

You can make a compliment or a complaint by completing the form attached, pass it to a member of staff or send it to us at the postal address given.

Alternatively, you can contact us on: 0161 766 4906

## **What happens when I complain?**

Upon receipt of your complaint we will send you a letter confirming that we have received and recorded your communication.

A senior staff member will investigate your complaint and will aim to dispatch a full response to you within 20 working days of receipt of your communication.

Sometimes more complex complaints take longer than 20 working days to investigate. If so, we will write to let you know of the delay, and when we expect to complete the investigation.

If your complaint is upheld, we will apologise and let you know what we are doing to put it right. If we feel that your complaint is not justified, we will explain why.

### **I am still not satisfied with the response**

If you are not satisfied with the response you have received, you can ask for further reviews to take place.

We will acknowledge your request within two working days of receipt of the request. A review will be conducted and again, we will aim to send you a reply within 20 working days.

### **I wish to take my complaint further**

We hope to resolve most complaints before this stage. However, if you feel that we have not dealt fairly with your complaint, or feel we have not investigated your concerns properly, you may request a further review, which will be undertaken by the principal.

We will again acknowledge your request on receipt and seek to provide you with a response within 20 working days. The Principal Dentist will write to you with the outcome of the review.

### **If a complaint can not be resolved at a local level**

Unfortunately sometimes a complaint does not reach a satisfactory conclusion at a local level. If you feel that this is the case then you will need to contact the performance manager.

- Primary Care Trust, for complaints about NHS treatment
- The Dental Complaints Service (08456 120 540) for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
- The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG ([www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk))

### **What happens if I make a compliment?**

Your compliment will be passed on to the member of staff, team or department recognised. We will write to you to acknowledge receipt of your communication, and to confirm that your compliment has been passed on appropriately.

**Carisbrook Dental Care: How to make a Compliment, Comment or Complaint**

**Compliments, Comments and Complaints Feedback Form**

*Please tick the relevant box:*

*I would like to make a compliment*

*I would like to comment on the service received to suggest improvement in practice (but do not require a response)*

*I would like to make a complaint and require a response*

**Please provide details of your compliment, comment or complaint**

Date occurred: \_\_\_\_\_ Time: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your contact details (optional)

Title: \_\_\_\_\_ First Name \_\_\_\_\_

Surname \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address:

\_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone (1) \_\_\_\_\_ Telephone (2)

E-mail: \_\_\_\_\_

**Please hand this form to a member of staff or post to the address on page 1**