

Comments and Complaints

Complaints Contacts

NHS Treatment Complaints

1. **Verne Dental Centre** for internal resolution

2. **NHS England**

PO Box 16738,
Redditch, B97 9PT
Email: England.contactus@nhs.net
Tel: 0300 311 22 33

3. **The Parliamentary and Health Service Ombudsman**

Millbank Tower,
Millbank,
London, SW1P 4QP
www.ombudsman.org.uk
Tel: 0345 015 4033

Private Treatment Complaints

1. **The Dental Complaints Service**

Stephenson House,
2 Cherry Orchard Road,
Croydon, CR0 6BA
Email: info@dentalcomplaints.org.uk
www.dentalcomplaints.org.uk
Tel; 0845 612 054

2. **General Dental Council**

37 Wimpole Street,
London, W1G 8DG
www.gdc.uk.org



We are aware that sometimes despite our efforts to provide the best possible service things can go wrong, this can result in a patient feeling they have a genuine cause for complaint. If this is the case we would like the matter settled as quickly as possible and the matter to be resolved as amicably as possible for the best outcome for our patients. If you are not satisfied with our service in any way please contact the Complaints Manager Mr Hardev Seehra giving details of your complaint and we will do our best to try to resolve your complaint as soon as possible

Verne Dental Centre
FAO: Hardev Seehra
4 Ridgeway Parade
Church Crookham
HANTS
GU52
Tel: 01252 816555
Email:

Comments and Complaints Information for Patients: How to raise a concern



Comments and Complaints: Verne Dental Centre Policy

At the Verne Dental Centre we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. Any complaints or concerns are dealt with courteously and promptly so that the matter is resolved as quickly as possible. We manage our complaints in a way which we would want our concern of a service handled. Efficiently, sympathetically, sensitively and with compassion.

We also learn from any complaint so it does not happen again. This also allows us to improve our service to our patients.

How do we manage your Complaint? *-The complaints process*

The person responsible for dealing with any complaint is the practice Complaints Manager.

Their details can be found in this leaflet.

- If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately.
- We will advise patients to email their concern or put it in writing so a trail of the concern can be created and ensures that we deal with the different parts of the concern (if there is more than one issue)
- The complaint is acknowledged in writing and a copy of this Code of

practice is also provided, normally within 7 working days

- If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.
- If it is deemed suitable then an offer is made to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail.
- Sometimes this is however not applicable if there has been some aggressive behaviour involved or a breakdown in the relationship between the practice and the patient. In this instance patients may be informed of the practices decision on the outcome via email or in writing.
- We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
- If we are unable to investigate the matter within 10 working days we will notify the patient of the delay

- When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
- Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
- The practitioner will also complete a simple form to highlight how they have changed their practice.
- If patients are not satisfied with the result of our procedure then a complaint may be made to any of the groups on the Contacts Page.

