

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaint as efficiently, effectively, and politely as possible. We take complaints very seriously; we investigate them promptly and fairly and take great care to protect your confidentiality.

We will never discriminate against patients who have made a complaint and we will be happy to listen to you and answer any questions you may have for us about your care and treatment. If you are not satisfied with any aspect of your care or our service, let us know so we can address your concerns promptly and find a solution as soon as possible. You can call us and speak to our Complaints Manager (Jonathan Mason) or write to us instead. Your written complaint will be acknowledged in writing within 3 working days and we will aim to provide a full response in writing as soon as investigation is complete. We may need to speak to our clinicians if this involves them too.

If the Complaints Manager is unavailable, we will take details about the complaint and will pass it on to principal dentist or our practice manager as soon as they become available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and accessible only to those who need to know about it.

You can send your complaint to bdp@live.co.uk or call us on 0208 953 1402.

If the complaint investigation takes longer than anticipated our Complaints Manager will contact you at least every 10 working days to keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of the outcome in writing. If you would like, we will invite you to a meeting to discuss the results and any practical solutions that we can offer to you.

We analyse patient complaints and as a team we learn from them so we make the changes to improve our services. That is why we always welcome your feedback, comments, suggestions, even complaints.

If you are dissatisfied with our response to a complaint, you can take it further and contact other organisations who will listen to you. Please see the contacts below.

General Dental Council (GDC) by calling 020 8253 0800 or visiting <https://dcs.gdc-uk.org/>

Care Quality Commission (CQC) by calling 03000 616161 or visiting <http://www.cqc.org.uk/>

The Parliamentary Health Ombudsman (England) for NHS complaint by calling 0345 015 4033

NHS England by calling 0300 311 22 33 or email at england.contactus@nhs.net