SpaDental Patient Complaint Procedure

It is our aim to ensure you are always satisfied with our service, to meet your expectations of care, and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them fully and fairly, and taking great care to protect your confidentiality. If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible, so we can address your concerns promptly. We will never discriminate against patients who have made a complaint.

Our Complaints Manager, the coordinator of the practice you attend, will be your point of contact and assist you with any complaint. If your verbal complaint is not resolved to your satisfaction within 24 hours, or if you complain in writing, the Complaints Manager will acknowledge your complaint in writing within three working days and aim to provide a full written response as soon as practical.

If the Complaints Manager is unavailable, we will take brief details about the complaint and arrange for a meeting when they are next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and accessible only to those people who need to know about your complaint.

If the complaint investigation takes longer than anticipated, the Complaints Manager will 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 its outcome in writing and invited to a meeting to discuss the results and any practical solutions we can offer you. These solutions could include further treatment, refunding fees paid, referring you to a specialist or other solutions to meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and improve our service, so we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint, you can take it further using the contacts below.

Contacts

If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to NHS England at england.contactus@nhs.net with 'For the attention of the complaints team' in the subject line.

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman (England) by calling 0345 015 4033 or visiting www.ombudsman.org.uk.

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.

You can also contact The Care Quality Commission (CQC), the independent regulator of health and social care in England, by calling 03000 616161.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org or by calling 0207 167 6000.