



Our Policy on Comments, Observations and Complaints

We invite & encourage any feedback and see any comment, observation or complaint as an opportunity to further develop and better ourselves as a practice. We would always prefer to deal with any issues as and when they arise and would encourage you to mention it to any member of our team as soon as possible. If we receive any comment, observation or complaint then we will always try to sort it out there and then.

If you wish to raise anything to a member of our team (for example, at reception) or by phone, email or letter then we will find the earliest opportunity for you to speak to Dr Katie Blake (practice owner). If she is not immediately available, we can arrange a time for you to speak to Dr Katie Blake. If the complaint relates to Dr Katie Blake, you can speak to Alex Blake (Business Manager). All our team members will do everything that they can to address the issue there and then.

Any person making a comment, observation or complaint can be assured that they will be treated in a sensitive manner that respects their human rights and diversity. If someone lacks the confidence to make their comment, observation or complaint then they will be supported by a member of our helpful team.

A comment, observation or complaint can be given in a variety of ways including verbally to any of our team or written in a letter/email. Anything raised will be fully documented and fairly dealt with following a full investigation. We will always share the learning from any comment, observation or complaint with our whole team in our monthly staff meetings and will include staff training where necessary.

Any comment, observation or complaint that is a clinical issue will be referred to the clinician in the first instance unless the patient does not want this to happen.

We have a timetable to ensure that any comments, observations or complaints are dealt with in a timely manner. If written, it will be acknowledged in writing along with a copy of our complaints policy as soon as possible and normally within 3 working days. We will seek to fully investigate your comment, observation or complaint within 10 working days and contact you regarding the findings in a meeting or in a letter/email. If we are unable to fully investigate the matter within 10 working days, we will notify you including reasons for the delay and a likely completion date.

Following our investigation, if you are not satisfied with the outcome then you can make a formal complaint to the following appropriate professional body:

For complaints about private treatment: The Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon CR0 6BA

For complaints about NHS treatment:
Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

The Care Quality Commission:
Citygate
Gallowgate
Newcastle upon Tyne, NE14PA