



## COMPLAINTS HANDLING PROCEDURE

At High Street Dental Practice & Cotswold Implant Centre we take all feedback and complaints very seriously, and try to ensure that all treatment received is to a high standard and that patients are happy with our service. **We take pride in resolving all complaints within one phone call or face-to-face meeting – try it!** If you feel that the issue has not been resolved and wish to make a complaint, a copy of the process is available below.

The person responsible for dealing with any complaint is: **Dr Soumil Sarin.**

1. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and take brief details so it can be passed on. A time will be arranged when the complaints manager can phone or return the call if not immediately available. If the patient does not wish to wait, the most appropriate person will be asked to speak with the patient.
2. Complaints in writing or via email should be passed on to the complaints manager.
3. Complaints should be acknowledged within 2 working days. We will offer to discuss the complaint with the patient at a time agreed and ask how the patient wishes to be kept informed of progress.
4. If the complaint is about clinical care it will usually be referred to the clinician unless the patient does not wish this to happen.
5. A full investigation into the issue should be carried out, with notes and details being kept throughout.
6. Ideally this should be concluded within 10 working days, when contact with the patient should be made again to give an explanation of the circumstances which led to the complaint. This will be followed up in writing along with a decision regarding the complaint.
7. If the timescale cannot be met for any reason the patient should be notified, explaining the reasons for the delay and when the investigation is likely to be completed.
8. Details of the investigation and its outcome are kept in the patient's records and in the complaints folder.

For complaints regarding **Private** treatment:

1. Contact the practice - 13 High Street, Stonehouse, GL10 2NG, 01453 822205
2. The Dental Complaints Service - 37 Wimpole Street, London, W1G 8DQ

For complaints regarding **NHS** treatment (must be within 12 months):

1. Contact the practice - 13 High Street, Stonehouse, GL10 2NG, 01453 822205
2. NHS England – PO Box 16738, Redditch, B97 9PT, 0300 311 2233
3. Parliamentary and Health Service Ombudsman – Millbank Tower, Millbank, London, SW1P 4QP, 0345 015 4033