

Complaints Policy

Hersham Dental Practice takes complaints very seriously indeed and tries to ensure that all patients are pleased with the service provided. However, should you have a complaint about the service you have received or any other matter, your complaint will be dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Hersham Dental Practice will treat a complaint and any patient who complains in the way in which we would wish any complaint of ours to be treated.

The person responsible for dealing with complaint about our service is the Practice Principal Dr. M Ali. If Dr. Ali is not available then the Practice Manager will deal with the complaint. If, however, the complaint relates to matters of a clinical nature, it is the responsibility of the clinician who carried out the work to deal with such complaints.

If you make a complaint on the telephone or at the reception desk you will be listened to and given the opportunity of an immediate referral to Dr. Ali. If Dr. Ali is not available at the time, then you will be told when you will be able to talk to Dr Ali and arrangements will be made for this to happen. Similarly, if another time will be more convenient for you to discuss the issue every attempt will be made to accommodate you.

Brief but accurate written details of the complaint will be taken and passed to Dr. Ali, as will letters of complaint.

Complaints will normally be acknowledged in writing, usually within no more than three working days. You will also receive a copy of Hersham Dental Practice's Complaints Policy. Hersham Dental Practice undertakes that notwithstanding exceptional circumstances, complaints will be investigated within ten working days and an explanation/response provided. You will be offered the opportunity to discuss this response – on the telephone or face to face, as you prefer. If, for any reason, a thorough investigation of the complaint within ten working days is not possible, you will be notified, given reasons for the delay and a likely period within which the investigation will be completed. A resolution should be reached within 28 days.

Hersham Dental Practice will confirm the decision about any complaint, in writing, immediately after completing the investigation.

If you are not satisfied with the result of the complaints procedure, you may make a further complaint to:

The Dental Complaints Service
The Lansdowne Building, 2 Lansdowne Road, Croydon, CR9 2ER
Telephone: 08456 120 540 (for complaints about private treatment)

National Customer Contact Centre
NHS England, PO Box 16738, Redditch, B97 9PT
Telephone: 0300 311 22 33 Email: England.contactus@nhs.net
(For complaints about NHS treatment)

Or The General Dental Council (*the dentists' registration body*)
37 Wimpole Street, London W1M 8DQ