**Patient Information Leaflet**

**Practice Complaints Procedure**

If you have a complaint about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system that adheres to national criteria.

**How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally, within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

Within 6 months of the incident that caused the problem, or

Within 12 months of the incident

Complaints should be addressed to Eve Heare (Practice Manager). Alternatively, you may ask for an appointment with Eve Heare to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about the complaint

**What we shall do**

We shall acknowledge your complaint within two working days (except in the case of holidays) and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with those involved. In investigating your complaint, we shall aim to:

Find out what happened and what went wrong.

Make it possible for you to discuss the problem with those concerned, if you would like to do so.

Make sure you receive an apology, where this is appropriate.

Identify what we can do to prevent the problem from happening in the future.

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person will be needed, unless they are incapable (due to physical or mental illness) of providing this.