

Practice Complaint Procedure

We hope you never feel you have a reason to complain about any aspect of Marsh Dental Care, but if you do, we follow the procedure set out below.

Our complaints administrator is Sarah Dyson. (If the complaint relates to myself and you do not wish me to deal with the investigation then please contact the practice in writing and address to Mrs Preetpal Dhillon).

We hope to learn from every case and respond to patients concerns in a caring and sensitive way.

1. When a patient complains to a member of our team we will listen and then pass the information and brief details of the complaint to Sarah.
2. All complaints will be acknowledged in writing in 2 working days if possible.
3. We will seek to investigate the complaint which may involve myself contacting you to gather more information, and speaking to any team members involved. If the complaint is regarding clinical aspects of your visit it may take longer to investigate and may require a visit to the surgery with the dentist.
4. We will respond in writing within 10 working days.

Proper and comprehensive records are kept of any complaint received and we always strive to improve all aspects of our patient care.

If you feel that your complaint has not been settled appropriately and you are a private patient please contact the Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ T; 020 8253 0800 (Monday – Friday, 9am – 5pm)

If the complaint is about NHS care and you feel that your complaint has not been settled appropriately please contact NHS England PO Box 16738, Redditch, B97 9PT T; 03003112233 E; England.contactus@nhs.uk

I hope we can resolve this matter to your satisfaction. Please do not hesitate to contact me on 01484 516633. If you wish to discuss any aspect of this procedure.

We will follow the following 6 principals when receiving feedback

- 1
 - All of your feedback is important to us
 - All feedback is welcomed, such as what we did well, what we could do better, or any other feedback
 - We will use your feedback to help us improve, and we will show you how we have learned
 - You can use our complaints procedure to provide feedback. If you don't want to do this, speak to a member of staff
- 2
 - We want to make it easy for you to raise a concern or complain, if you need to
 - Information about our complaint's procedure is easy to find, without you having to ask
 - You can write to us or tell us in person
 - We will take your complaint seriously
 - Our complaints information also tells you how to raise a complaint about us with another organisation
- 3
 - We follow a complaints procedure and keep you informed
 - We will tell you who is dealing with your complaint and when to expect a response
 - We will keep you informed of the progress of your complaint, including information on any delays
 - You should feel confident we are following our complaints procedure
- 4
 - We will try to answer all your questions and any concerns you raise
 - It should be clear to you what happened, and why
 - Our response should be empathetic in tone and coordinated
 - We will deal with your complaint in the time we said we would
- 5
 - We want you to have a positive experience of making a complaint
 - You should feel we have followed a clear procedure in the time we said we would
 - You should not be treated differently if you complain
 - You understand how the outcome of your complaint was reached
 - You feel you could raise a complaint again if needed, and could recommend our procedure to others
 - You feel we have listened to you and have acted in a fair way
 - You know what further help is available if you are unhappy with the way we have handled your complaint
- 6
 - Your feedback helps us to improve our service
 - We are learning all the time from your feedback and complaints
 - We show you how your feedback and complaints are listened to and acted upon
 - All members of our dental team are committed to improving the service we provide