



## Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

Kim Leivers is the Complaints Manager and will be your personal contact to assist you with any complaints.

You can send your complaints to The Dental Referral Centre Ltd, 55 Chesterfield Road Dronfield S18 2XA, call us on 01246417893 or email the Complaints Manager on [kim.leivers@sgdc55.com](mailto:kim.leivers@sgdc55.com) or [info@sgdc55.com](mailto:info@sgdc55.com)

If the Complaints Manager is unavailable, we will take brief details and ensure the information is passed to the Complaints Manager in a timely manner. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. We will acknowledge receipt of your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will keep you informed of the reason for any delays and the progress of the investigation.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

If you are dissatisfied with our response to a complaint you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see the contact details below.

### Contacts

GDC private dental complaints service can be contacted by calling 020 71766000 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

You can also contact see below who may be able to help.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-org.uk](mailto:information@gdc-org.uk) or by calling 020 7167 6000.



In England = the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

- The [Care Quality Commission](http://www.cqc.gov.uk) (CQC) who regulates private and NHS dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards

