

Making A Complaint

Complaints Manager: Ms Gail De Souza

The dentists and staff at this practice are committed to providing high quality dental care to patients. If you have a complaint or concern about the service you have received from the practice, please let us know.

We operate complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria.

How to complain

It is best to inform a member of staff about any concerns or problems as soon as they arise and we will try and sort them out. If you wish to make a complaint, please let us have details of your complaint as soon as possible so we can find out what happened.

You can ask for an appointment with Ms Gail De Souza in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It helps us if you can give us full details as possible about your complaint.

You need to make your complaint within 12 months of the incident that cause the problem or within 12 months of discovering that you have a problem relating to a specific incident.

What we will do:

We will contact you about your complaint within three working days and discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within that time frame, or a meeting with the people involved.

We will look into your complaint to:

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like this
- Apologise where this is appropriate
- Identify what we can do to make sure that the problem does not happen again.

Complaining on behalf of someone else

Medical records are protected by the data Protection Act 1998. If you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (ie due to illness) of providing this.

Complaining about NHS dental treatment

If you wish to make a complaint about the care or service provided by your dentist or dental surgery, contact the person responsible for the practice complaints procedure. Your dentist will try to resolve your complaint.

Getting Help

The Patient Support Service can provide free impartial support when you are making a complaint. You can phone or write to them at the NHS England. Their staff will aim to try to sort out complaints and can make enquiries on your behalf.

Further information about making a complaint is available from:

- NHS England – Complaints Team
england.contactus@nhs.net / tel: 0300 311 22 33
- Local Citizens Advice Bureau
- Care Quality Commission www.cqc.org.uk

If your complaint is not resolved to your satisfaction, contact the [Parliamentary and Health Service Ombudsman](#) Tel: 0845 015 4033. Their website is: www.obudsman.org.uk

The Practice has a “Zero Tolerance Policy” to protect visitors, patients and staff.

Complaining about private dental treatment

If you wish to make a complaint about private dental services, contact the [Dental Complaints Service](#).

The Dental Complaints Service
The Lansdowne Building, 2 Lansdowne Road
Croydon, CR9 2ER
Tel: 0845 120 540
E-mail: info@dentalcomplaints.org.uk
Website: www.dentalcomplaints.org.uk

This service is funded by the [General Dental Council](#), which sets out standards of conduct for and regulates all dental professionals in the UK.

You can call the Dental Complaints Service on 08456 120 540 (Monday to Friday 9am-5pm), or fill out the [complaint form](#) on their website.

Remember:

We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

All complaints are treated in the strictest confidence.

Making a complaint will not affect your treatment.

Contact Details:

Ms Gail De Souza
Wanstead Dental Care
11 High Street
E11 2AA
Tel: 0208 530 4230
info@wanstead-dental.co.uk
www.wanstead-dental.co.uk