

Dr Rez Dental Complaints Policy and Procedures

Date: October 2025

At Dr Rez Dental, we aim to ensure all patients and customers are pleased with their experience of our service. We welcome feedback, take complaints seriously, and commit to resolving issues fairly, courteously, and as quickly as possible.

This policy combines our **Complaints Policy and Procedures**, our **Code of Practice for Patients**, and our **Customer Complaints Policy**. It sets out how we manage concerns relating to clinical care, customer service, financial arrangements, or any other aspect of your experience with us.

Contact Details

Complaints Manager: Rosie Dilmah – Director and Business Owner

- **Telephone:** 0151 722 0618
- **Email:** info@drrez.co.uk
- **Address:** The Temple, 24 Dale Street, Liverpool, L2 5RL
- **Web:** www.drrez.co.uk

If Rosie Dilmah is unavailable, complaints may be referred to **Lauren Toms, Practice Manager**.

Our Commitments

- All complaints are treated sensitively, respectfully, and confidentially.
- We will acknowledge complaints promptly (within **3 working days**).
- We will aim to resolve complaints within **10 working days**. If this is not possible, we will explain why and provide a revised timescale.
- A final written response will be provided within **8 weeks** at the latest.
- We will learn from complaints by recording, analysing, and reviewing them to identify opportunities for improvement.

How to Make a Complaint

You can make a complaint in any of the following ways:

- **Verbally:** Speak to any member of staff at reception, on the phone, or during your visit.
- **In Writing:** By email or letter addressed to the Complaints Manager.
- **Through an authorised representative:** If you complain on behalf of someone else, we may need their signed consent unless they are unable due to illness or incapacity.



Dr.Rez Dental, The Temple, 24 Dale Street, Liverpool, L2 5RL

Drrez.co.uk | @drrezdental | info@drrez.co.uk | 0151 722 0618

Complaints can relate to any aspect of care, treatment, service, financial arrangements, or advice received.

Handling Complaints

Verbal Complaints

- Staff will listen sympathetically and note the details (with your consent).
- Wherever possible, we will try to resolve the matter immediately.
- If not resolved, the complaint will be referred to Rosie Dilmah, or if unavailable, to Lauren Toms.

Written Complaints

- All written complaints are passed immediately to the Complaints Manager.
- Clinical care complaints may be referred to the treating dentist unless you request otherwise.
- For financial complaints, we may need to liaise with third-party lenders or suppliers.

Investigation

The Complaints Manager will:

- Establish the facts and scope of the complaint.
- Seek clarification where needed.
- Contact you to discuss the matter.
- Keep you informed of progress.
- Issue a written response explaining findings, decisions, and (if applicable) remedies or compensation.

Complaints Settled Quickly

If a complaint is resolved to your satisfaction within **3 business days**, we will send you a **Summary Resolution Communication** confirming this and informing you of your right to escalate further if dissatisfied.

Confidentiality

All complaints are handled with strict confidentiality in line with **clinical confidentiality rules** and **data protection requirements**.



External Complaints Routes

If you are dissatisfied with the outcome of our investigation, you may escalate your complaint to the relevant external body:

Private Patients

- **Dental Complaints Service (DCS)**
 - Address: 37 Wimpole Street, London W1G 8DQ
 - Tel: 0208 253 0800
 - Email: info@dentalcomplaints.org.uk
 - [Website](#)

Professional Regulation

- **General Dental Council (GDC)** – fitness to practise and professional conduct
 - Tel: 0207 167 6000
 - Email: standards@gdc-uk.org
- **Care Quality Commission (CQC)** – regulator of health and social care (does not resolve complaints but welcomes feedback)
 - Tel: 03000 616161
 - Email: enquiries@cqc.org.uk

Financial Complaints (for regulated activity such as credit agreements)

- **Financial Ombudsman Service (FOS)**
 - Address: Exchange Tower, London E14 9SR
 - Tel: 0800 023 4567 or 0300 123 9123
 - Email: complaint.info@financial-ombudsman.org.uk
 - [Website](#)
 - Complaints must be referred within **6 months** of our final response.

Next Review Date: October 2026

