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. [If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to Email: syheartlandsicb,complaints@nhs.net, Telephone: 0300 561 2500 or write to NHS Heartlands ICB, Block C, 1st Floor, Dukes Court, Woking, GU21 5BH.

Lorna Mackay is the Complaints Manager and will be your personal contact to assist you with any complaints. We aim to resolve verbal complaints within 24 hours, where possible, and written complaints will get an acknowledgement within 3 working days. We will aim to resolve a written response as soon as practicable.

You can send your complaints to 69 West Street, Farnham, GU9 7EH, call us on 01252 715341 or email the Complaints Manager on lorna@farnhamorthodontist.com .

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible to those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation, and the proposed date it will be completed.

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. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments, or other solutions that meet your needs and resolve the complaint.

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 8253 0800 or visiting https://dcs.gdc-uk.org.

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman by calling 0345 015 4033 or by visiting www.ombudsman.org.uk.

You can also contact The Care Quality Commission (CQC) who regulate private and NHS dental services in

England, by calling 03000 616161. They can take action against a service provider that is not meeting their standards.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org, contact them at information@gdc-org.uk, or by calling 020 7167 6000.

WEST STREET
ORTHODONTIC PRACTICE

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