

Complaints Procedure

At Stotfold Dental Clinic we take all complaints very seriously and try to ensure that all of our patients are happy with the service they have received.

If a patient has the need to complain, they will be dealt with courteously and promptly so that the matter can be resolved as quickly as possible.

The designated people responsible for dealing with any complaint about any aspect of the services we provide are:

Jacqueline Handscombe - Practice Manager
Dr Sesh Rao - Principle Dentist

Verbal Complaints

If a patient makes a verbal complaint either on the telephone or at the reception desk, we will listen to their complaint and the team member responsible will make a note of the details of the complaint made. This information will then be referred to one of the designated people above, as soon as possible.

If one of the designated people is not available, then the patient will be informed of this and arrangements will be made for the patient to be contacted within a reasonable period of time.

The patient will also be offered the option of speaking to the duty dentist if one of the designated team members is not immediately available.

Written Complaints

If the patient complains in writing, via letter or email, this will be passed on immediately to the Principle Dentist.

We will acknowledge all patients' complaint in writing and enclose a copy of this complaints procedure as soon as possible, normally within three working days.

We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint and invite the patient to meet the designated team members at the practice.

If the patient does not wish to meet us, then we will attempt to talk to the patient on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

Detailed records are kept of any complaint received, the process undertaken to resolve this and any associated correspondence. These records are kept in the patients' notes.

If once the above actions have taken place, the patient feels their complaint was not resolved to their satisfaction, they should contact:-

For Private Treatment

Dental Complaints Service

Phone: 08456 120540

Website: www.dentalcomplaints.org.uk

For NHS Treatment

Parliamentary and Health Service Ombudsman

Phone : 0345 015 4033

Website: www.ombudsman.org.uk

Stotfold Dental Clinic

5 The Avenue, Stotfold, Hitchin, SG5 4LY

T : 01462 731938 E : info@stotfolddental.co.uk W : www.stotfolddental.co.uk