

# Code of practice for handling patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

## Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact us at [info@the247dentist.com](mailto:info@the247dentist.com) or by calling us on 033 0175 9995.

We will ask you for brief details of your complaint so that we can investigate your concerns effectively. If the matter requires a more immediate response, we will arrange for a senior member of the clinical team to deal with it.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

## Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone or e-mail. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint promptly and, as far as reasonably practicable, will let you know how our investigation is progressing, unless you have told us that you do not wish for further communication. We will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

## Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

## If you are not satisfied

If your complaint was about your private dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with **Dental Complaints Service**, details of which you'll find below:

37 Wimpole Street, London W1G 8DQ

020 8253 0800 <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>