

Complaints Procedure

Introduction

We try to ensure that all of our patients are pleased with their experience of our services. We welcome feedback from patients and take any complaints seriously. We aim to deal with any complaints courteously and efficiently so that they can be resolved as quickly as possible.

Our complaints procedure outlines how we will deal with any complaints. The person responsible for dealing with any complaints in the practice is the Complaint Lead.

Complaints Made Verbally

If you wish to make a complaint over the phone or in person, we will listen to your complaint and offer to refer you to the complaints lead. If they are unavailable, the staff member will take your details and a brief explanation of the complaint to pass on. Your complaint will be acknowledged within 3 working days.

Complaints Made via Email or Letter

Any letters or emails regarding a complaint will be immediately passed to the complaints lead. Your complaint will be acknowledged within 3 working days.

Email: hello@pavdental.com

Investigation

We will contact you to discuss your complaint unless it can be resolved easily. Any complaints involving clinical care will be referred to the treating dentist unless you request this not to happen.

We will then investigate your complaint and aim to have a response for you within 10 working days. If it is not possible to resolve this within that timeframe, we will inform you and let you know when it is likely to be resolved.

Once we have made a decision regarding your complaint we will inform you by your preferred contact method.

It is possible that if a complaint regards clinical care or is complex, we may need to seek advice from our insurers, indemnifiers or legal advisors and, therefore, may need to share some of your information for this purpose.

Complaining on Behalf of Someone Else

Please note that we strictly adhere to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do

so. A note signed by the person concerned will be needed unless they are incapable (because of physical and mental illness) of providing this.

Time Limits for Opening Complaints

Complaints should be made within 12 months of the incident or when the complainant first discovered the problem.

Complaints to External Bodies

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

The CQC:

The CQC doesn't get directly involved with complaints made to the practice. They do, however, encourage giving feedback to service providers. To send feedback to the CQC please go to: [CQC Feedback Telephone: 03000 616161 \(Mon to Fri, 8.30am - 5.30pm Excluding Bank Holidays\)](#)

NHS:

If you would rather not go directly to your practice, you can contact your local ICB, which is responsible for NHS dental services. [Find your local ICB contact details here](#)

The Parliamentary and Health Service Ombudsman

Telephone: 0345 015 4033 **Website:** [Ombudsman](#)

Private Patients: The Dental Complaints Service

Handles complaints made by private patients. **Telephone:** 0208 253 0800 (Mon-Fri, 9am-5pm) **Website:** [DentalComplaints Service](#)

GDC [Please follow here](#) **Telephone:** 0854 222 4141 or 0207 887 3800

Why Use Our Complaints Procedure?

We encourage patients to raise concerns directly with us for the fastest resolution and to give us an opportunity to improve. Using our internal procedure does not affect your right to escalate complaints to an independent body if needed.

Approved By: Hassan Bhojani

Date Published: 01/12/2024