



PATIENT INFORMATION LEAFLET ***Practice Complaint Procedure***

If you have a concern about the service you have received from any of the dentists or staff working in this Practice, please let us know.

What to do;

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to let us know, we would like you to let us know **as soon as possible** - ideally within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem.
- Or
- within 6 months of discovering that you have a problem, providing this is within 12 months of the incident.

Complaints should be addressed to Dr G T Fisher BDS, PG Dip. Alternatively you may ask for an appointment with Lesley Holden (Practice Manager) to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we will do;

We will acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaint we will aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned;
- ensure to receive an apology where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A signed letter by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.