

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.

Steven Parker is the Complaints Manager's and will be your personal contact to assist you with any complaints. We aim to resolve verbal complaints within 24 hours where possible, however request that complaints are sent in writing if applicable. If you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical. You can send your complaints to 74-78 Saxons Court, Peach Street, Wokingham, Berkshire, RG40 1XH, or email the Complaints Manager on tvicb.toc.wokingham@nhs.net.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will aim to contact you at least every ten working day 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 may 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.

If you are not satisfied

We hope to resolve your concerns, but if you remain unhappy, you can obtain further support from:

- The Parliamentary Health Ombudsman (*Complaints regarding NHS treatments*)
Tel: 0345 015 4033
Web: [Parliamentary and Health Service Ombudsman \(PHSO\)](https://www.parliament.uk/about/offices/ombudsman/)
- Dental Complaints Service (*Complaints regarding Private treatments*)
Tel: 020 8253 0800
Web: [Dental Complaints Service](https://www.dentalcomplaintsservice.co.uk/)
- The Care Quality Commission (*Concerns about the practice*)
Tel: 0300 616161
Web: [Complain about a service or provider](https://www.cqc.org.uk/about-us/how-to-complain)
- General Dental Council (*Concerns about a Dental Professional*)
Tel: 020 7167 6000
Web: [Concerns about dental professionals](https://www.gdc-uk.org/for-the-public/how-to-complain/)

Support is also available for concerns relating to financial matters. Please speak to a member of staff for further details.