



### BY PHONE

if patient doesn't want to meet us

We will listen to their complaint and offer to refer him or her to Practice Principal Dr Rafal Topolski immediately

If RT is not available the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen

The member of staff will take brief details of the complaint and pass them on

If we cannot arrange it within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it

### COMPLAINT

(proper and comprehensive records are kept of any complaint received)

If patients are not satisfied with the result of our procedure then a complaint may be made to:

- The Dental Complaints Service (08456 120 540) for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ(the dentists' registration body)
- Primary Care Organisation for complaints about NHS treatment
- CQC National Customer Service Centre, Citygate Gallowgate, Newcastle upon Tyne NE1 4PA, Tel. 03000616161, Fax. 03000616171

### IN WRITING

(via RT or RECEPTION)

We will acknowledge it and enclose a copy of this code of practice asap (normally within two working days)

We will seek to investigate it within ten working days of receipt

If we are unable to investigate it 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 immediately after completing our investigation