

Complaints policy

Abney Dental Practice take complaints very seriously and try to ensure all patients are pleased with the experience of the service they receive. Complaints are handled courteously and promptly so that the matter is resolved as quickly as possible.

- The practice principal is also the acting complaints manager.
- If a patient makes a complaint in person or over the phone, the complaint is recorded (a copy given to the patient if requested). The complaint is passed onto the complaints manager at the closest available time. If the patient does not want to speak to the complaints manager, an alternative option can be made available.
- If the complaint is received in writing or email, it will be passed on to the complaints manager immediately.
- If the complaint is about clinical care or charges, the dentist will become involved unless the patient has requested against this.
- We will acknowledge receipt of the complaint to the patient within three working days of receiving the complaint.
- We aim to provide a full response to the complaint within 10 working days.
- We will ask how the patient would like to be kept informed of the complaints handling: face to face, email or telephone.
- The complaint will be investigated as early as possible and all investigations will usually be completed within six months.
- Once the investigation is completed, the patient will receive a full written report.
- All communications are kept as confidential records.

If patients are not satisfied with our result, they may be referred to:

NHS England
PO Box 16738
Redditch
B97 9PT

email: england.contactus@nhs.net

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
tel: 0345 015 4033
web: www.ombudsman.org.uk