

Complaints

If you are unhappy with our service you should talk to us:

Our Complaints Liaison Manager is:

Lindsey Cartwright

Complaints Manager

Butt Lane Dental Surgery

136 Congleton Road

Talke

Stoke on Trent

ST7 1LX

Tel: 01782774396

You can contact us in person, by telephone or by letter. In most cases we would hope that your problem can be resolved straightaway and you won't need to take your complaint any further, if you raise your concerns with us at the practice we endeavour to do something about it if at all possible.

- Your complaint will be acknowledged and you will receive a copy of our complaints procedure within **three working days** of making your complaint. We will keep you informed of progress and you would be notified if we expected you to experience any delays during this preliminary investigation.
- Having made a complaint directly to us you will be invited to discuss the complaint with Lindsey (another person within the practice can be appointed to deal with your complaint if you prefer) via the telephone or during a meeting at the practice. A record of the discussion will be made and you will be provided with a copy.
- **If the complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned unless you request otherwise.**
- Further investigation will be carried out following on from the initial meeting/conversation with you. You will be kept informed of progress throughout the process of investigation.
- A further meeting will be arranged and the findings of the investigation are discussed with you. You may wish to bring someone with you. Full notes will be taken and signed as a true record by all present. If you prefer then this discussion can take place via the telephone.
- You will receive a copy in writing of the meeting/conversation, which will conclude with a decision made about your complaint. The report will include an explanation of how the complaint has been considered, the conclusions reached, details of remedial action taken and whether the practice is satisfied with any action taken or will be taking as a result of the complaint.

Investigations would normally be completed within six months.

If you do not wish to complain directly to the practice we can direct you to an alternative organisation:

Customer Contact Centre
NHS England
PO Box 16798
Redditch
B97 9PT
Tel: 0300 311 22 33
england.contactus@nhs.net

If you are not satisfied with the results of our investigation we direct you to:

Parliamentary and Health Ombudsmen (PHSO)
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Phso.enquiries@ombudsman.org.uk

For complaints about private treatment:

The Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Tel: 020 825 30 800
info@dentalcomplaints.org.uk