

What to do if you have a complaint about your dental treatment at Sycamore House Dental

At Sycamore House Dental Practice we aim to provide the highest standard of care. However, there may be occasions when something leaves you dissatisfied. Our aim will always be to resolve any problems or difficulties promptly, fairly and to your satisfaction.

Most concerns can be resolved at the initial point of contact; our staff are generally well placed to address your concerns promptly and efficiently. You can raise your concerns in person, by writing to us or by telephone. The team member you have the initial contact with will normally try to resolve the matter to your satisfaction there and then. There may be occasions where you are not satisfied with the response you have received. Where this is the case, your complaint will be passed on to either Mr H Morillo or Mrs H Morillo.

You can complain directly to the commissioner of the services instead of using our in-practice resolution process. NHS services are commissioned, planned and paid for by NHS England (see contact details below).

We will acknowledge your complaint in writing as soon as possible, normally within 3 working days. We will investigate your concerns within 10 working days and we will contact you with the results of our investigation. If, for any reason we are unable to complete our investigation within the specified period we will inform you immediately, giving reasons for the delay and a likely period within which the investigation and report will be completed. We keep comprehensive records of any complaint received. We will address the specific points raised and we will take appropriate action to put things right. We will deal with your concerns impartially with respect and courtesy. We will acknowledge our mistakes and offer a fair and appropriate remedy when a complaint is upheld.

We are committed to resolving complaints wherever possible through our internal procedures. If we cannot resolve your concerns satisfactorily you can refer your complaint to:

For Private dental treatment

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR92ER Tel 08456120540 info@dentalcomplaints.org.uk www.dentalcomplaints.org.uk

For NHS dental treatment

The Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Tel 0345 015 4033 www.ombudsman.org.uk

NHS England, PO Box 16738, Reddich B97 9PT england.contactus@nhs.net Tel 03003112233 www.england.nhs.uk

We will provide the highest standards of service to patients who have cause to complain to us.

We will take a balanced and fair view and resolve any concerns fairly and promptly.

We review our policies and procedures regularly to ensure they are effective. We seek and welcome your feedback to improve service delivery.