



## 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 seriously, investigating them in a full and fair way and take care to protect your confidentiality. We learn from complaints to improve our care and service. We will not discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints so please feel free to call in the first instance on 01903 947911

Helen Kenney is the Complaints Manager and will be your personal contact to assist you with any complaint. We aim to resolve verbal complaints within 24 hours where possible, but 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 Worthing Implant Centre, *11 North Street, Worthing, BN11 1DU*, call us on *01903 947911* or email the Complaints Manager on *admin@worthingimplantcentre.co.uk*

If the Complaints Manager is not immediately available, we will take brief details about the complaint and will arrange for a call back or meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and accessible only by those who need to know about your complaint. If the investigation into your complaint takes longer than anticipated, the Complaints Manager will contact you regularly 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.

We regularly analyse patient complaints to learn and improve our services where we can. That is 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.

### Contacts

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) (within 12 months of the treatment or within 12 months of becoming aware of the issue)

You can also contact

- The [Care Quality Commission](http://www.cqc.gov.uk) (CQC) who regulates private and NHS dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards, who may be able to help

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-uk.org](mailto:information@gdc-uk.org) or by calling 020 7167 6000.