



## 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 very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never 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. [If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to

- NHS England at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) with 'For the attention of the complaints team' in the subject line

### Complaining to NHS England

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

By post to:

NHS England  
PO Box 16738  
Redditch  
B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

British Sign Language (BSL): If you use BSL, you can talk to us via a video call to a BSL interpreter. Visit [NHS England's BSL Service](#).

Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am.

### Complaints – what you need to provide

Provide as much information as possible to allow NHS England to investigate your complaint. Include some or all of the following:

- your name and a valid email or home address for reply
- a phone number in case we need to contact you for additional information
- a clear description of what you want to complain about and when this happened



- the name of the service you want to complain about
- any relevant correspondence

#### Consent

If you are complaining on behalf of someone else, we will need their consent to proceed with the complaint. We will contact you about this.

When a complaint is made about a service such as a GP, dentist or pharmacy, we will also require specific consent to share the complaint with that service in order to investigate it. It will speed up the process if you include the following line in your complaint:

“I give permission for my complaint to be shared with (insert name of GP / dental surgery etc.) in order for NHS England to carry out an investigation.”

#### Removable Media

Please do not post removable media to NHS England, for example CDs, DVDs, SD cards and memory sticks. Due to security restrictions we are unable to access information sent this way. Any removable media will be returned to you, or securely destroyed if we do not have your details.

#### What happens next?

NHS England will acknowledge all complaints no later than the third working day after the day the complaint is received.

#### Investigating the complaint

The complaint will be investigated and you will receive the findings of the investigation along with an apology. You will also receive an explanation of any lessons learned or changes that will take place as a result of the findings of the investigation.

#### How long will it take?

This will depend on what your complaint is about and how complex it is. Communication with you is important and we will keep you updated throughout the process.

Victoria Hatton is the Complaints Manager and will be your personal contact to assist you with any complaints.

- 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 Wilkes Walk, Truro, Cornwall, TR1 2UE, call us on 01872 265862 or email the Complaints Manager on [contact@cathedraldentaltruro.com](mailto:contact@cathedraldentaltruro.com).

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a 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 only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working day 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 will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's 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.

If you are dissatisfied with our response to a complaint you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see the contact details below.

### **Contacts**

GDC private dental complaints service can be contacted by post 37 Wimpole St, London W1G 8GT or by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

If you are still unhappy about your NHS complaint, you can contact

- The Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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

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.

