

Patient Complaints Procedure

At Claremont Dental Practice, we are committed to providing high-quality dental care in a safe, friendly, and professional environment. We value feedback from our patients and use it to improve our services. If you are unhappy with any aspect of your care or experience, we encourage you to tell us as soon as possible so we can address the issue promptly and professionally.

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1. How to Make a Complaint

If you have a concern or complaint, we ask that you first contact the Practice Manager. Most issues can be resolved quickly and informally, and we are always happy to listen and put things right where needed.

You can make a complaint in the following ways:

- Speak to a member of staff at reception, who can refer you to the Practice Manager.
- Call the practice on 020288924000 and ask to speak to the Practice Manager.
- Email your complaint to pm@claremontdentalpractice.co.uk.
- Write to us at 57 Crown Road, Twickenham, TW1 3EJ, addressed to the Practice Manager.

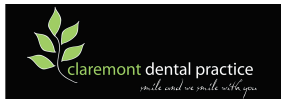
Please include as much detail as possible to help us investigate effectively.

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2. What Happens Next

Once we receive your complaint:

- We will acknowledge it within 3 working days.
- A full and fair investigation will be carried out by the Practice Manager and/or senior members of staff.
- We aim to provide a full response within 10 working days, but we will let you know if more time is needed.



- We will always try to resolve your concerns to your satisfaction and explain what actions we have taken as a result.

We view complaints as opportunities to learn and improve, and we appreciate you bringing matters to our attention.

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3. If You Are Not Satisfied

If you remain dissatisfied after receiving our final response, you may choose to refer your complaint to an external body. However, we encourage you to speak to us first so we have the opportunity to resolve the issue internally.

External contacts include:

If you are unhappy about an NHS service and have a complaint you can contact NHS England 03003112233 or email England.contactus@nhs.net, you can also contact The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033, www.ombudsman.org.uk for complaints about NHS treatment.

GDC private dental complaints service by calling 020 8253 0800 visiting www.dentalcomplaints.org.uk

For serious concerns such as concerns of safety within the Practice you may contact the Care Quality Commission (CQC)

Phone: 03000 616161