**Complaints Handling Policy**

**Central Park Dental Practice Ltd**

We take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We learn from every mistake that we make and we respond to customers’ concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is **Dr** **Anita Norgren-Alarcon**.

**How to complain**

You can complain over the telephone, in person or by letter. We will listen to your complaint and offer to refer you to **The Practice Manager, Dr Anita Norgren-Alarcon,** immediately. If she is not available at the time, the member of staff will take brief details of the complaint and pass them on. It would be of great help if you could provide us with as much information as possible.

If the complaint is being made on behalf of someone else we will need to know that you have permission to do so. This can be in the form of a note signed by the person concerned. This is due to strict rules on confidentiality.

**What to expect from us**

We will acknowledge the complaint within three working days and aim to have looked into the complaint within ten working days of the date when the complaint was made. We will confirm the decision about the complaint in writing immediately after completing our investigation. If we are unable to investigate the complaint within 10 working days we will notify you and give a reason for the delay.

We aim to ensure that we find out what happened and what went wrong. We will make arrangements for you to discuss the problem with those concerned, if you would like to do this. If appropriate you will receive an apology. We shall also identify what we can do to prevent the problem from reoccurring.

**Complaining to NHS England**

If patients are not satisfied with the result of our procedure then a complaint may be made to:

* NHS England

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

* The General Dental Council

37 Wimpole Street

London

W1M 8DQ

(The dentists’ registration body)

If you have received treatment under a private contract then you should contact the Dental Complaints Service:

* The Dental Complaints Service

The Lansdowne Building

2 Lansdowne Road

Croydon

Greater London

CR9 2ER

Tel: 0845 6120540

Website: www.dentalcomplaints.org.uk