**Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from a dentist or any of the staff working in the practice please let us know.

**In Writing**

Mrs Julie Hayne Practice Manager

Marlborough Dental Centre

4 Marlborough Road

Ilfracombe

EX34 8JJ

If you wish to discuss your complaint and prefer not to submit your complaint in writing, please contact Julie Hayne Practice Manger on 01271862556

If you feel that you cannot discuss your complaint with the practice please contact NHS England on 03003112233

If you have a suggestion on how we can improve our service please use the suggestion box in reception or speak to a member of the team we welcome your feedback.

**Marlborough Dental Centre**

**In-House Complaints Procedure**

**This leaflet explains what to do if you have a complaint about the services we provide for you**

We always try to give you the best services possible and any problems or concerns that arise can usually be sorted out quickly and easily, often at the time and with the person concerned. However, there may be times when you feel this has not happened.

Where you are not able to resolve the issue in this way and wish to make a formal complaint you should do so, in writing to the Practice Manager, Julie Hayne. This helps to establish what happened more easily. In any event this should be within 12 months of the incident.

We hope you will use our in-house complaints procedure and allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made. This complaints procedure is designed to provide properly authorised complainants with an explanation of the circumstances surrounding an adverse event.

If you use this procedure, it will not affect your right to complain to the appropriate bodies whose contact details are contained on the back page of this leaflet.

We think it is important to deal with complaints swiftly and we will try to address your concerns fully, provide you with an explanation and discuss

any action that may be needed. Our practice procedure is not able to deal with questions of legal liability or compensation.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this.

What you should expect to happen to your complaint.

1) You will be encouraged to put your complaint in writing to the Practice Manager. This should be within 12 months of the incident.

2) The Practice Manager will acknowledge receipt of your letter within 7 working days and aim to respond to the complaint within 21working days. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses.

3) If the Dentists consider that the in-house procedure is inappropriate in a particular case, the Practice Manager will advise you how the complaint may be pursued through other channels, such as those listed on the back page of this leaflet.

4) When looking into a complaint, the Practice Manager will liaise with the Dentist and any other staff members necessary to complete the investigation. Only those who need to know will be told about your complaint.

5) You may then receive a formal reply in writing, or be invited to meet with the Practice Manager to attempt to resolve the issue.

6) When the investigations are complete you will receive a final response which will include details of the result of your complaint. It is your right to

escalate the matter further should you remain dissatisfied with this response.

An annual review of complaints will be undertaken by the Practice Manager.

Complaining on behalf of someone else

We keep to strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require consent from the patient to confirm they are unhappy with their treatment and that they give authority for you to speak on their behalf.

Where the patient is incapable of providing such consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

**NHS England** can provideconfidential, on the spot advice and support to help you sort out any concerns you may have. You can contact them at –tel 03003112233 or email: england.contactus@nhs.net

**Patient Advisory Liaison Service (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. You can contact them at – Tel: 0300 1231672 or 01393 267665 or by text 07789 741099 or email: pals.devon@nhs.net

**Care Quality Commission (CQC)**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the CQC. National Customer Service Centre: Tel 03000 616161 or via their website [www.cqc.org.uk](http://www.cqc.org.uk)

**The Parliamentary Health Service Ombudsman.**

Millbank Tower, Millbank, London SW1P 4QP

Tel: 0345 015 4033 Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)