

## 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.

Saroshen Naidoo 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, for written complaints please allow for 3 working days, we aim to provide a full response in writing as soon as practical.

You can send your complaints to *771 Finchley Road, London, NW11 8DN*, call us on *020 8731 9020* or email the Complaints Manager on [reception@de-ientesdental.com](mailto:reception@de-ientesdental.com).

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.

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.

### 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).

If you are still unhappy about your 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.