

## OTTERY ST MARY DENTAL PRACTICE

### **COMPLAINTS PROCEDURE**

**If there is anything that you are unhappy about relating to our service, please speak to a member of staff or your Dentist (whichever you feel most comfortable doing) and they will try to answer your complaint. We aim to offer a service of high standards and your comments are valuable to us in helping to achieve and maintain that aim.**

If you are not satisfied with the reply, then please contact our Practice Manager (in writing where possible) who will further deal with the matter, normally providing a full response within 10 working days.

Alternatively, you can make a direct complaint to NHS England if you are an NHS patient and do not wish to raise the complaint with a member of staff at the Practice. Please telephone 0300 311 22 33 or write to NHS Commissioning Board, PO Box 16738, Redditch B97 9PT. You can also email them on: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

For more information please visit their website: <http://www.england.nhs.uk/contact-us/complaint/>. NHS patients can contact IHCA which will help you through the NHS complaints procedure on 0300 440 9000 or email [devon@seap.org.uk](mailto:devon@seap.org.uk)

All patients can also contact the Care Quality Commission on 03000 616161 or write to them at CQC, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA. You can also email them at [info@cqc.org.uk](mailto:info@cqc.org.uk). Private patients can also contact the Dental Complaints Service on 020 82530800, write to DCS, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA or email [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

If you are still unhappy with the outcome and wish to take the complaint further then please call our Ombudsman which is a free service, The Parliamentary & Health Service Ombudsman, on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or write to The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

#### **So remember; to make a formal complaint, please follow this procedure: -**

1. Speak to the Practice Manager or your dentist or,
2. You can call NHS England, IHCA, CQC or DCS.
3. Contact the Health Service Ombudsman if your problem has not been resolved satisfactorily.

**Dated: April 2017**

**Review date: April 2018**