



Complaints Procedure

Here at 47 Dental Care we aim to provide treatment of the highest standard and we are always looking to improve our care. We therefore take any complaints we receive very seriously, and aim to deal with them swiftly, efficiently and with the utmost discretion. Patients who make a complaint will never be treated with any discrimination as is the ethos at our practice.

Dr Suresh Sharma is the practice complaints manager, if you are displeased with any part of your treatment please contact him personally. If there is any reason you wish to speak to another member of staff regarding the complaint, Dr Caitlin Rooney or Selina Richardson would be happy to discuss matters with you as an alternative. Should the verbal complaint not be dealt with to your satisfaction within 24 hours of your discussion, please make a further complaint in writing. This will be acknowledged in writing within 3 working days by Dr Sharma, who will then offer a full response in writing as promptly as is feasible.

There will be times in which the complaints manager is unavailable, in these instances we will take details regarding the complaint, stored in your confidential records, and we will arrange a meeting with yourself and Dr Sharma as promptly as possible.

On occasion, investigation of the complaint can take a little longer than we had foreseen, should this situation arise we will always aim to keep you up to date and informed.

The outcome of the investigation will be communicated to you in writing, we will then invite you to come to the practice to discuss the outcome and see if there is any other way we can assist you.

We will keep confidential records of all complaints so we can regularly evaluate our services and make improvements and develop our patient care. Please do not hesitate to contact us with your feedback or any suggestions.

We hope that we handle your complaint in a way which meets your expectations, however if you are still unhappy with the management of your complaint, you may wish to contact one of the following:

- For private treatment: The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540)
- For NHS treatment you can either contact the Care Quality Commission (CQC) on 03000 616161, or The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), this organisation regulates all dental professionals.