

## Patient 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 or FCA regulated activities, 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.

Clare Robinson is the Complaints Manager and will be your personal contact to assist you with any complaints. You can send your complaints to 8 Lonsdale Gardens, Tunbridge Wells, Kent, TN11NU, call us on 01892 617467 or email the Complaints Manager on [practicemanager@capiuk.co.uk](mailto:practicemanager@capiuk.co.uk).

We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for another senior member of staff to contact you. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working day to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

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

The private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

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 contact The [Care Quality Commission](http://www.cqc.gov.uk) (CQC) who regulates dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards

You can contact The General Dental Council who 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.

For FCA regulated activities you can contact within six months of the date of the final response letter: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR: by calling 0800 023 4567 or 0300123 9123, or 020 7964 0500 if calling from abroad: emailing [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)