

PATIENT COMPLAINTS PROCEDURE

Our aim

Priory Dental Care is committed to providing a quality service for our patients. One of the ways in which we can continue to improve our service is by listening and responding to the views of our patients, and in particular by responding positively to complaints.

Your complaints

We hope you will be fully satisfied with the service you receive from Priory Dental Care, but if you have a complaint about the service you have received from the dentists or any of the staff working in this practice, we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible. Please be assured that all complaints are dealt with confidentially. Our complaint system adheres to national criteria.

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for a consultation appointment in order to discuss your concerns. Your dentist will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What we need to know

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with
- A clear description of the complaint and what you would like us to do to sort things out
- Your full postal address, telephone number (including dialling code), and email address if you have one

How to send your feedback

Please send us your comments or complaint in writing. You can do this online, by email or by post.

Online - Please fill out the 'contact us' form at <http://www.priory-dental.co.uk/contact-us/>

Email - info@priory-dental.co.uk

Post - FAO The Practice Manager, Priory Dental Care, 5 Priory Road, Downham Market, Norfolk, PE38 9JU

What happens next?

We will acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

When we contact you, we will also tell you what you can do if you are not satisfied with our reply - depending on the nature of your complaint.