

## Practice Complaints Policy and Procedure

### Complaining about NHS dental treatment

If you wish to make a complaint about a dentist, a member of the dental staff or the dental practice, you are advised to speak with a member of staff to try and resolve it directly with them first.

Alternatively, you can contact the dental surgery's complaints manager Jade Harris with details of the complaint. Complaints can be received in writing, by email or verbally. If the complaint is regarding dental treatment, the complaint must be made within 12 months of the cause or when it was first noticed.

Contact Details Complaints Manager

Email: [info@hooklanedental.co.uk](mailto:info@hooklanedental.co.uk), Tel: 020 8298 6998 or address the practice in writing for the **Attn of Jade Harris**

You can also contact NHS England, which is responsible for NHS dental services.

#### **By post to: NHS England**

PO Box 16738  
Redditch  
B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint, please state: '**For the attention of the complaints team**' in the subject line.

**By telephone: 0300 311 22 33**

### Complaining about private dental treatment

If a patient or visitor wishes to make a complaint about private dental services, they should contact the complaints manager Jade Harris. If the complaint is not resolved satisfactorily, they can be advised to contact the General Dental Council, which sets standards of conduct and regulates all dental professionals in the UK. They could also contact the Dental Complaints Service on 020 8253 0800 (Monday to Friday, 9am to 5pm) or visit its website for more information.

#### Making a complaint

Your complaint, whether NHS or private, will be acknowledged within 3 working days, we will inform you who is dealing with your complaint and how we will keep you informed during the process.

After initial investigation we aim to respond within 10 working days, if for any reason there is a delay you will be informed at the earliest opportunity and given reason.