



## 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, please let us know as soon as possible to allow us to address your concerns promptly.

Kate Dineen is the Complaints Manager and will be your personal contact to assist you with any complaints. 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.

You can send your complaints to Fernhill Dental Centre, 99 Fernhill Road, Farnborough, GU14 9DS, call us on 01252 448600 or email the Complaints Manager on [sech.fernhilldental@nhs.net](mailto:sech.fernhilldental@nhs.net). Alternatively, you can complete our online complaints form at [www.fernhilldental.co.uk](http://www.fernhilldental.co.uk)

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. 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 days to keep you informed of the progress of the investigation.

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, include details of any remedial action we have taken and whether further action is needed. You may 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.

If you are dissatisfied with our response about Private treatment, you can contact the private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. The private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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