



## 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. We are more than happy to answer any questions you may have about our complaints procedure at any time

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. We accept complaints made verbally as well as written

Julie Griffiths is Complaints Managers and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing as soon as is practical.

Please send a written complaint to Julie Griffiths, 8 Darwin Court, Oxon Business Park, Shrewsbury SY3 5AL. Or email your complaints manager at [julie.griffiths@quarmbygroup.co.uk](mailto:julie.griffiths@quarmbygroup.co.uk)

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting at a time convenient for you and the complaints manager. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only 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 10 working days to keep you informed of the reason for the delay, 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 we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

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

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

The General Dental Council 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.

You can also contact the following organisation who may be able to help:

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