



33 Bramhall Lane South
Bramhall
Stockport
SK7 2DN

Telephone 0161 439 2048

Email : reception@arundeldentalpractice.co.uk

Patient Complaints Procedure

We take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. If you have a complaint or concern about the service you have received from your dentist or any member of staff please let us know. We will deal with any complaint in a courteous and prompt manner so that the matter is resolved as quickly as possible.

We operate the following procedure for dealing with complaints and this adheres to national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved 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. This will enable us to establish what happened more 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.

Our Complaints Manager is **Michelle** Oldham and all complaints should be addressed to her. However if you feel this is not appropriate you are able to address your complaint directly to your dentist. Our contact details are as follows :

Telephone	0161 439 2048
Email	michelle@arundeldentalpractice.co.uk chrisneedham@arundeldentalpractice.co.uk michaelclark@arundeldentalpractice.co.uk
Post	Arundel Dental Practice 33 Bramhall Lane South Bramhall Stockport SK7 2DN

Alternatively you may ask for an appointment with Michelle in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint in writing within 2 working days. We aim to have looked into your complaint within 10 working days of the day you raised it with us. We shall then be in a position to offer you a full written response or a meeting with those involved. In investigating your complaint we shall aim to :

- Find out what happened and what went wrong

Christopher Needham BDS
chrisneedham@arundeldentalpractice.co.uk

Michael C S Clark BDS
michaelclark@arundeldentalpractice.co.uk

Practice Manager – Michelle Oldham
michelle@arundeldentalpractice.co.uk

- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. An authorisation signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

If you are not satisfied with the handling of your complaint or do not wish to raise your complaint with us

We hope that we will be able to resolve your complaint fairly and quickly. However this does not affect your right to approach the **Dental Complaints Service**. They are an independent service that deals with complaints about private dental services. Further information is available on their website www.dentalcomplaints.org.uk or by telephone on 08456 120 540.