

Making a Complaint



Barley Mow Dental Care

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a Practice Complaints Procedure which conforms to all current NHS and General Dental Council criteria.

How to Complain to us

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 sorted out 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 more easily. If it is not possible to do that, please let us have details of your complaint:

1. within 6 months of the incident that caused the problem; or
 2. within 6 months of discovering that you have a problem, provided this is within 12 months of the incident
- Complaints should be addressed to Mr McNulty, the Practice Complaints Administrator. Alternatively you may ask for an appointment with Mr. McNulty in order to discuss your concerns.

He will explain the complaints procedure to you and ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Should your complaint involve Mr McNulty please feel free to address it to Mr B Morden if you so wish.

Complaining on Behalf of Someone Else

Please note that we must 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. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

What We Shall Do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an

explanation, or a meeting with those involved.

In investigating your complaint we shall aim to:

1. find out what happened and what went wrong;
2. make it possible for you to discuss the problem with those concerned if you would like this;
3. make sure you receive an apology where this is appropriate;
4. identify what can be done to ensure the problem doesn't happen again.

If you are not Satisfied

If you are not satisfied with the result of our procedure then you can make a complaint to:

Wiltshire Primary Care Organisation (NHS Treatment)
Dental Complaints Manager
Southgate House
Pans Lane
Devizes, SN10 5EQ.
Telephone: 01380 733784

The Dental Complaints Service (Private Treatment)
08456 120540

The General Dental Council
37 Wimpole Street
London
W1M 8DQ

The Healthcare Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

www.healthcarecommission.org.uk