

Patient Complaints – procedure & Policy

To help us provide good service and to continue to improve, we welcome all feedback from our patients.

If you feel a part of your treatment has not reached the standards you expect of us, we welcome your comments.

We take complaints very seriously and try to ensure that all our patients are pleased with the treatment they receive.

If you feel the need to make a complaint about our service, our objective is to deal with that complaint courteously and promptly.

How to complain:

- first point of call is the reception

- If the receptionist is not equipped to handle the complaint, they will refer the patient to the Principle Dentist or Practice Manager.
- The person responsible for any complaint will be the practice manager.
- If a patient complains by letter or email this will be passed on asap.
- If a patient wishes to make a more official complaint, the patient will be asked to put the complaint in writing and address it to Dr. Nazeer Mushekhan.
- The practice will send the patient a letter of acknowledgement within 7 days while we investigate the issues raised. If the complaint is of a clinical nature it will be passed to the clinician involved to respond.

- Where appropriate the patient concerned would be invited to discuss the complaint either on the telephone or at the practice with Dr. Nazeer Mushekhan or the practice manager.
- The conclusion of the complaint will be issued in writing to the patient.
- All complaints are recorded.

If you are still unsatisfied then you can obtain help from:

Patient Advisory and Liaison Service (PALS)

Heath Road, Ipswich, Suffolk IP4 5PD.

Tel: 01473704781 or email

Advice.complaints@ipswichhospital.n

HYPERLINK

"mailto:Advice.complaints@ipswichhospital.nhs.uk"hs.uk

NHS England- Tel 03003112233 or email
england.contactus@nhs.uk

The Dental Complaints Service – Tel:
02082530800 or email
info@dentalcomplaints.org.uk(this is only for
private complaints)