



## BRUNSWICK DENTAL PRACTICE

### Complaints Procedure – Information for Patients

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. Our complaint system adheres to national criteria.

#### How to Complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted 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 most 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.

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment for Emma Prentice 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 help if you are as clear as possible about your complaint.

#### What We Shall Do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.



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## 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 the permission to do so. A note signed by the person concerned will be needed, unless that are incapable of providing this because of physical or mental illness or are a child under 16 years.

## Complaining to Dental Complaints Service

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish further advice you should contact:

Dental Complaints Service  
The Lansdowne Building  
2 Lansdowne Road  
Croyden  
CR9 2ER  
Tel. 08456 120 540

E-mail: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

For those patients who have a complaint regarding treatment they have received under the NHS can also contact the Primary Care NHS Trust/HB – their contact details are as follow:

Complaints Office  
Health and Social Care Board HQ  
12-22 Linenhall Street  
Belfast BT2 8BS

Tel: 028 9032 1313  
Email: [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)

Should you need more help or information in making a complaint please contact the Patient and Client Council at [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net) or by phoning Freephone 0800 917 0222

Those patients registered with this practice with Denplan can contact Denplan by telephone for advice:  
Denplan - Tel. 0800 169 7220



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If you are not happy with our response to your complaint, you can contact us again and we will do our best to resolve your concerns.

If you remain unhappy, you can refer your complaint to the Northern Ireland Commissioner for complaints (the Ombudsman). The Ombudsman will consider your complaint to determine whether it warrants investigation by him. Further information on the services provided by the Ombudsman is available by contacting:

The Ombudsman,  
Freepost BEL 1478

Tel: 0800 343424