



JD Dental Care – Code of Practice for Patients who wish to raise concern

In this practice we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know, we will do all that we can to resolve your concern to your satisfaction both promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any concerns about the service we provide at JD Dental Care, is the Practice Service Coordinator Dr Jheeta.

If a patient raises an issue they are unhappy about on the telephone or at the reception desk, after listening to a description of the problem, we will immediately contact the practice service coordinator. Should the designated person or the other responsible person not be available at the time, the patient will be informed when they will be available and arrangements will be made for the two to speak or alternatively write a formal complaint if preferred. The member of staff will take brief details of the concern and pass them to the practice service coordinator.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any complaints within three working days. We will investigate the concern and report back normally within ten working days of it being received. For more complex enquiries or where we are unlikely to achieve our agreed resolution timescale, we will contact you at the earliest opportunity to discuss this.

We will confirm the outcome of the investigation and any decisions made in writing.

If you remain dissatisfied with the handling of the complaint by JD Dental Care you may contact the following:

- The Dental Complaints Service for complaints about private treatment
Phone 08456 120 540 e-mail: info@dentalcomplaints.org.uk
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 0845 222 4141 (UK local rate)
e-mail: standards@gdc-uk.org
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne, NE14 4PA Phone:
03000 616161 Email: enquires@cqc.org.uk
- Primary Care Organisations for Complaints about NHS treatment. NHS Liaison Service NHS
Buckinghamshire. Email: PALS@buckinghamshire.nhs.uk
- **NHS England (for all NHS complaints)**
Phone: 03003 11 22 33
e-mail: England.contactus@nhs.net
post: NHS England, PO Box 16738, Redditch, B97 9PT
- Parliamentary and Health Service Ombudsman (PHSO)