

# Sutton Aesthetic Dentistry

## Complaints policy and procedure

We hope that you will find our dentists and staff readily approachable and that if you feel that you have any cause for any sort of concern, minor or major, that you will bring it to our attention as soon as possible together with any suggestions that you may have which might lead to the problem being remedied. We also have a formal Practice Complaints Procedure.

### If you need to complain

The person responsible for the practice complaints procedure in this practice is:  
Dr Omair Afzal.

If you wish to make a complaint about the care or service provided by your dentist or other members of this practice please contact Dr Afzal.

The complaint may be made orally or in writing and you should receive a response from the practice within ten working days. Your dentist will try to resolve your complaint at this stage. Your statement, that of any staff involved, and the circumstances leading to the complaint will be investigated and a report produced. This process is called Local Resolution.

The person responsible for dealing with any complaint about the service which we provide is Dr Omair Afzal.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Dr Omair Afzal immediately. If Dr Afzal is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

### What happens?

If the patient complains in writing the letter will be passed on immediately to Dr Omair Afzal.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within ten working days. We will seek to investigate the complaint and give an explanation of the circumstances which led to the complaint as soon as reasonably practicable after completing the investigation. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

Complaints policy and procedure April 2017

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## The outcome

If patients are not satisfied with the result of our procedure then a complaint may be made to:

For complaints about private dental treatment

Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR06BA

Telephone: 020 8253 0800

Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

Website: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

The Ombudsman

The Parliamentary and Health Service Ombudsman

Millbank Tower,

Millbank,

London

SW1P4QP

Telephone 0345 015 4033. Monday- Friday 8.30am - 5.30pm

None of these procedures provide financial compensation.