

Complaints Policy

York Dental Practice is committed to providing a high quality, patient-focused service. Complaints and comments from patients are taken very seriously, we want every patient to feel satisfied with the services we provide. The practice has a procedure for dealing with complaints, to ensure that every complaint is handled fairly and transparently. We will use the information received to learn and improve. When handling complaints, the practice is committed to being fair to staff while seeking to resolve complaints promptly.

If you are unhappy about any aspect of your care, and wish to make a complaint, please use the procedure below to raise an 'in house' complaint.

Complaints will be accepted from a patient, a person acting on behalf of a patient with the patient's consent or a person acting on behalf of a patient where consent is not required.

Complaints may be made verbally in person, verbally over the telephone, by e-mail or by letter.

Complaints should be made within 12 months of the event that gave rise to the complaint, or within 12 months of the complainant becoming aware of it. Where you could not reasonably have complained within this timescale, the practice may still consider the complaint.

If a complaint is about any aspect of clinical care or associated charges, we will usually need to discuss this with the dentist concerned, unless you do not want this to happen.

If we are unable to resolve your complaint immediately, we will acknowledge the complaint within 3 working days of receipt and advise you of our next course of action.

We will seek to investigate any complaint speedily and efficiently and we will keep you regularly informed, as far as is reasonably practicable, as to the progress of the investigation.

If you are making a complaint on behalf of a patient, before proceeding to investigate the complaint, we will need to verify your identity and verify that you have the patient's written consent.

If you wish you to raise an 'out of house' complaint, please find details below:

For NHS complaints write to

Complaints Manager, North Yorkshire and Humber Area Team, NHS England, Unit 3, Alpha Court, Monks Cross North, York YO32 9WN
Phone: 0300 3112 233
Email: England.contactus@nhs.net

For the Ombudsman write to

The Parliamentary and Health Service Ombudsman, Millbank Tower, London SW1 4QP
Phone: 0345 051 4033
Email: phso.enquiries@ombudsman.org.uk

For Private Complaints write to

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA
Email: info@dentalcomplaints.org.uk
Telephone number: 0845 6120 540

Complaints may also be made to the CQC
CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Telephone: 03000 616161