



Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

You can call us on 01483 575620 or email the Complaints Manager on info@rectoryhousedental.co.uk or write to us at 40 Epsom Road, Guildford, Surrey, GU1 3LF, .

We aim to resolve verbal complaints within 24 hours where possible. If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. Otherwise we will send an acknowledgement letter within 3 working days. We will then investigate your response and will aim to provide a full response in writing within 10 working days. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working day to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can.

If you are dissatisfied with our response to a complaint you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see contact details below.

Contacts

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.

You can also contact CQC National Customer Service. by emailing information@gdc-uk.org or through their website www.cqc.org.uk

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 020 7167 6000.