



## **PATIENT CONCERNS**

**Our main priority is to ensure you receive high quality care from the moment you contact us to arrange your appointment, throughout your time utilising the services we offer. If you are not happy with anything, let us know, we are more than happy to talk to you. Just ask for the Practice Manager and we'll do everything we can to help you whilst you.**

**We always welcome the opportunity to discuss concerns and help patients.**

### **Complaints Procedure**

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve 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 will never discriminate against patients who have made a complaint and are 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. We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

The practice manager is the Complaints Manager and will be your personal contact to assist you with any complaints you have. You can send your complaints to 32 Market Street, Nottingham, NG1 6HW, call us on 0115 9474244 or email the Complaints Manager on [manager@msdental.co.uk](mailto:manager@msdental.co.uk)

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a telephone call to discuss further. 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. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

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. You will also have the opportunity to discuss the results and any practical solutions that we can offer to you.

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 the contact details below.

### **Contacts**

#### **Private Patients**

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

#### **NHS**

If you are still unhappy about your NHS complaint, Contact NHS Nottingham and Nottinghamshire Integrated Care Board, patient information line if you want to talk to someone about local NHS services. You can contact by phone from 9am to 5pm Monday to Friday (excluding bank holidays), by email or by post. The ICB has a zero tolerance attitude towards violence; this includes written and verbal abuse



towards staff.

Telephone: 0115 8839570

By post: Patient Experience Team, Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU

Email: [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

You can also contact The Care Quality Commission (CQC) who regulates private and NHS dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards.

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

