

NHS patients wishing to make a complaint can be helped by the

People First Independent Advocacy.

The Best Life Building 4-8 Oxford Street,
Workington, Cumbria CA14 2AH

Tel: 0300 303 8037

Email: admin@peoplefirstcumbria.co.uk

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

For NHS Patients:

NHS England, PO Box 16738, Redditch
B97 9PT Tel 0300 311 2233

Email: england.contactus@nhs.net stating
“for the attention of the complaints team”
in the subject line.

- **Denplan** patients can contact;
Clinical Mediation Dept, Denplan Ltd,
Denplan Court, Victoria Road, Winchester,
SO23 7BR. Tel: 0800 169 7220

For Private Patients:

Dental Complaints Service,
Stephenson House, 2 Cherry Orchard Road
Croydon CR0 6BA. Tel: 020 8253 0800
Email: info@dentalcomplaints.org.uk

- **Parliamentary Health Services Ombudsman** for England, Millbank Tower,
Millbank, London, SW1 4Q.
Tel: 0345 015 4033 deals with complaints
about NHS treatment if you feel that your
complaint has not been dealt with properly.
- **The General Dental Council**
37 Wimpole Street, London, W1M 8DQ
(the dentists’ registration body)



Compliments, Comments & Complaints Procedure

St Johns Surgery, Lake Road
Windermere . LA23 2EQ

T: 015394 43378

E: info@morgandental.co.uk

www.morgandental.co.uk

www.facebook.com/morgandental1

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

- The person responsible for dealing with any complaint about the service which we provide is Alistair Morgan.
- 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 Rona, the Practice Manager, immediately.
- If Rona is not available at the time, then the patient will be told when they will be able to talk to her or 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.

- If the patient complains in writing the letter will be passed on immediately to Alistair Morgan.
- 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 three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- 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.