

**Complaints and Compliments Procedure**

At Morgan Dental we take our 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 policy and procedure are based on these objectives. We learn from every

mistake that we make, and we respond to patients concerns in a caring and sensitive way.

We have a named staff member responsible for dealing with any complaint about the

service which we provide.

At Morgan Dental we are constantly striving to improve and to provide an exceptional

service. Feedback is an essential part of this, so if you have suggestions about how we could

improve then please let us know.

We would also appreciate any compliments about our service, as these can also be used to

continue to improve and provide the best possible service to our patients.

• The person who is responsible for dealing with any complaints is our Practice

Manger Joanna Morant.

• If a patient complains on the telephone, reception or via letter, we will listen to their

complaint and offer to refer them to the Practice Manager Immediately.

• If the Practice Manger is unavailable then complaints with be referred on to our

Deputy Practice Manger Abi Tym.

• 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 aim to acknowledge the patient’s complaint in writing and enclose a copy of the

code of practice as soon as possible, within 3 working days.

• We will then seek to investigate the complaint within 10 working days of receipt to

give an explanation of the circumstances which led to the complaint.

• If the patient does not wish to meet with the Practice Manager/ Clinicians then we

will attempt to talk to them on the telephone.

• If we are unable to investigate the complaint within 10 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.

Where can I access this information?

This complaints/ compliments procedure can be accessed via our website

morgandental.co.uk. Compliments can be given via the website, email or google review.

email: info@morgandental.co.uk

Key Contacts for NHS Patients

Care Quality Commission (CQC)

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone:03000616161

Private and Denplan Patients

Dental Complaints Service The GDC

Helpline 03450154033 37 Wimpole Street, London,

The Independent Sector Complaints Adjudication Services (ISCAS) W1M 8DQ

ISCAS Denplan Services

CEDR, 3rd Floor Simply Health Customer Relations

100 St. Paul’s Churchyard Hambleden House

London Waterloo Court

EC4M 8BU Andover

Phone : 02075366091 Hampshire

Info@iscas.org.uk SP101LQ