



### 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 Tracy Morris.
- 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 Bhavika Patel.
- 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](http://morgandental.co.uk). Compliments can be given via the website, email or google review.  
email: [info@morgandental.co.uk](mailto: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

Helpline 03450154033 37

The Independent Sector Complaints Adjudication Services (ISCAS)

The GDC

Wimpole Street, London,

W1M 8DQ

ISCAS

CEDR, 3rd Floor

100 St. Paul's Churchyard

London

EC4M 8BU

Phone : 02075366091

[Info@iscas.org.uk](mailto:Info@iscas.org.uk)

Denplan Services

Simply Health Customer Relations

Hambleden House

Waterloo Court

Andover

Hampshire

SP101LQ