



Thurloe Street Dental, 10 Thurloe Street, South Kensington, London, **SW7 2ST**
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Complaints Handling Policy

Here at **Thurloe Street Dental** we take complaints very seriously indeed.

We try to ensure that all our patients are pleased with our services and their experience. 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 the following 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.

1. The person responsible for dealing with any complaint about the service which we provide is Theresa Eugenia – Practice Manager/Treatment Co-ordinator.
2. You can complain in the way that best suits you. This can be face to face, on the telephone, in a letter or by email. You should try to provide details of:
 - How or what you are complaining about.
 - Where and when the event that caused your complaint happened: and
 - If possible, what you would like to be done to address your complaint.
3. If the patient complains in writing the letter/email will be passed on immediately to Theresa Eugenia.
4. 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.
5. If you do not wish to speak to anyone in the Practice you can contact the General Dental Council or the Dental Complaints Service.
6. 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.
7. 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.
8. We will confirm the decision about the complaint in writing immediately after completing our investigation.
9. Proper and comprehensive records are kept of any complaint received.

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

- **The General Dental Council**, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body. Tel: 020 7167 6000
- **The Dental Complaints Service**, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120 540 or www.dentalcomplaints.org.uk for complaints about private treatment.
- **Care Quality Commission (CQC)** Tel: 03000 616161 Email: enquiries@cqc.org.uk