

**PPP No 35**  
**Complaints Procedure**

If you have a complaint or concern about the service you have received from your dentist or any member of our staff, please let us know.

A complaint may be made by

- the patient
- the parent or guardian of a child patient
- someone for the patient if s/he is incapable of making a complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible- ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within six months of the incident that caused the problem; or within six months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Dr Amitis Rajabzadeh, the Principal Dentist. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

We shall acknowledge your complaint or concern within two working days of receipt.

We will investigate your complaint within ten working days. We shall then offer you an explanation and/or a meeting to discuss the complaint.

In investigating your complaint we shall aim to:

- Establish the facts.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

If you are complaining on behalf of a patient, we would adhere to the rules of confidentiality. We would therefore need the patient's permission for you to act on their behalf.

**END**