

Practice Procedure for Patients Making a Complaint

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. If you need to make a complaint we will endeavour to deal with it courteously and promptly so that the matter is resolved as quickly as possible.

A complaint must be made within 12 months of an incident happening

The procedure is as follows:-

The person responsible for dealing with any complaint about the service that we provide is the Practice Manager.

All complaints are made initially to the practice, if the complaint is not resolved in house or a satisfactory outcome achieved then it will be referred to the PCT at :-

The Complaints Department
Customer Care Team
NHS Central Lancashire PCT
Wigan Road
Ormskirk L39 2JW Telephone 0800 032 2424

If you wish to make a complaint, you can speak face to face with the Practice Manager, write a letter to the practice or contact us by telephone.

If a complaint is made by telephone or in person, we will listen to your complaint and offer to refer you to the Practice Manager immediately. If the Practice Manager is not available at the time, then you will be advised when they will be able to talk to you and arrangements will be made for this to happen.

The member of staff will make a written record of your complaint and pass it on to the Practice Manager.

If we cannot arrange this within a reasonable period or if you do not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

If a complaint is made in writing it will be passed immediately to the Practice Manager.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

We will acknowledge your complaint in writing within 3 working days. We will offer to discuss the complaint at a time agreed with you, asking you how you would like to be kept informed of developments, possibly, by telephone, face to face meetings, or letter. We will inform you how the complaint will be handled and the likely time that the investigation will take to be completed. If you do not wish to discuss the complaint, we will still inform you of the expected timescale for completing the process.

We will seek to investigate the complaint and provide a final response within 25 days of the complaint being received.

We will confirm the decision about the complaint in writing to you immediately after completing our investigation.