

# ***Wrenthorpe Dental Care***

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Quality dental care you can afford

## **Practice complaints procedure**

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure which adheres to national criteria.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. Help us to help you.

### **How to complain**

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 – because 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 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to CAROLYN BENNETT (Complaints Manager) or SARAH WRIGHT (Deputy Complaints Manager). Alternatively, you may ask for an appointment with the above named, in order to discuss your concerns. They will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### **What we will do**

We will normally try to acknowledge your complaint within two working days, and aim to have looked into your complaint within ten working days of the date when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaint, we will aim to:

- find out what happened and what went wrong;
- 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.

## **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of mental illness) of providing this.

## **Conciliation and independent review**

We hope that if you have a problem you will use our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong, and an opportunity to improve our practice. However, this does not affect your right to seek independent assistance if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation.

NHS patients can contact:

Wakefield District Primary Care Trust  
01924 213050  
[www.wakefelddistrict.nhs.uk](http://www.wakefelddistrict.nhs.uk)

Private patients may contact:

The Dental Complaints Service  
0845 6120540  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

Denplan patients should contact Denplan for details of their independent review body:

Denplan Ltd  
0800 401402  
[www.denplan.co.uk](http://www.denplan.co.uk)

Dated:

Last reviewed: 30/03/2012

Next review: 30/03/2012