

myHygienist Complaints Procedure

We take complaints very seriously and try to ensure that all patients are pleased with their experience of our services. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Complaints made to the practice

The person responsible for dealing with any complaints about the service is Ms Bee Chrusciel.

If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and arrange for them to speak to Ms Bee Chrusciel if the complaint can not be resolved immediately. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone to deal with it.

If the patient complains in writing the letter will be passed on immediately to Ms Bee Chrusciel. 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 will acknowledge the patient's complaint within five working days. You will be invited to discuss your concerns; we will seek to investigate the complaint within the agreed response period of the complaint being received to explain the circumstances which led to the complaint. If we are unable to investigate the complaint within this agreed time period, 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. This will usually be within 14 days of the complaint being received

Proper and comprehensive records are kept of any complaint received.

We welcome all complaints; any patient that makes a complaint will not be adversely treated due to having complained. If you do not wish to complain directly to the Practice you can address your complaint directly to the relevant body. However, we do encourage you to attempt to resolve the complaint locally as all bodies will generally ask if this was attempted.

Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

Complaints about NHS Treatment

We do not provide any NHS services for dental hygiene so no complaints should be directed towards NHS England.

Complaints about Private Treatment

Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Telephone: 020 8253 0800
(Monday – Friday 9am – 5pm)

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank,
London
SW1P 4QP
Telephone: 0345 015 4033
Email: www.ombudsman.org.uk

General Dental Council
37 Wimpole Street
London
W1G 8DQ
Telephone: 0845 222 4141 or 020 7887 3800
Email: www.gdc-uk.org