

Our Complaints Procedure

Here at Southfields Dental Centre we take complaints very seriously indeed and try to ensure that all of our patients are pleased with their experience of our service.

When a patient complains, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

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 patient concerns in a caring and sensitive way.

- The person responsible for dealing with any complaint about the service which we provide is: Nicola Payne.
- If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her immediately to Nicola Payne.

If Nicola Payne is not available at the time, then you will be given an appointment to speak to her or the dentist, whichever you prefer.

- 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 else to deal with it.
- If the patient complains in writing the letter will be passed on immediately to Nicola Payne
- 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 in writing within 3 working days and enclose a copy of this code of practice.
- We will seek to investigate the complaint within fifteen 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 fifteen working days 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.
- 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 Dental Complaints Service
(08456 120 540)

(For complaints about private treatment.)

Or, the dentist's registration body:

The General Dental Council,
37 Wimpole Street,
London,
W1M 8DQ

How to find us...



We are situated next door to Southfields Underground Station.

Opposite NatWest Bank.

You can reach us by:

Bus: 493 and 39 stop close to the practice

Underground: Southfields Tube Station is located next door.

Car: There are car parking spaces on the surrounding roads. However if you hold a disabled blue badge, you can park on our forecourt.

Southfields Dental Centre
1 Augustus Road,
Wimbledon
SW19 6LL

Phone: 0208 788 8050

Fax: 0208 785 1722

www.southfieldsdental.co.uk

**Patient
Information**
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