



Code of practice for handling patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact the practice manager:

- By telephone on 01142686076
- By email at enquiries@sharrowvaledentalcare.co.uk
- By letter to Judith Taylor-Moran
- In person.

The Practice Manager usually works at the practice on Monday 8.30am – 6.00pm, Tuesday 8.30am – 5.00pm and Thursday 8.30am – 5.00pm and will endeavour to be available during these times. You may find it more convenient to make an appointment to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the practice manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the practice manager can gather any useful information before contacting you.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

Sharro Vale Dental Care

262 Sharro Vale Road,
Sheffield, South Yorkshire S11 8ZH

Telephone: 0114 268 6076

email: enquiries@sharrowvaledentalcare.co.uk

www.sharrowvaledentalcare.co.uk



Investigating a complaint

We will acknowledge the complaint in writing and enclose a copy of the code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to explain the circumstances that led to the complaint. If we are unable to investigate the complaint within ten working days, we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.

We will ask you how you would like to be kept informed of developments - by telephone, letters or e-mail or by face-to-face meetings. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

For complaints about NHS treatment:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or www.ombudsman.org.uk).

For complaints about private treatment:

Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ
(020 8253 0800 or online at <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>).

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