

## Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously; we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly.

Romi is the Complaints Manager and will be your personal contact to assist you with any complaints.

You can put your complaint in writing in 2 formats:

- 1) Email: [info@smilesbetterdental.com](mailto:info@smilesbetterdental.com)
- 2) Letter: Smiles Better, 243 Bury New Road, Whitefield, Manchester, M45 8QP

The Complaints Manager will aim to provide a full response in writing usually within 10 working days.

If the Complaints Manager is unavailable, your complaint will be dealt with by either Rita or John.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only by those who need to know about your complaint.

Once we have read through your complaint, you will be informed of its outcome in writing. We will discuss the results and any practical solutions that we can offer to you.

These solutions could include remaking dentures, refunding monies paid, referring you to a GDP / specialist for a second opinion or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

### Contacts

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-org.uk](mailto:information@gdc-org.uk) or by calling 020 7167 6000.

