

COMPLAINTS POLICY

We aim to settle most problems swiftly and effectively often when they arise. Although if we are unable to do that at the practice we take complaints/concerns very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain/concern, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Samantha Kutty deals with any complaint about the service which we provide. **Hence complaints should be addressed to Dr Samantha Kutty or call 01926 426665 when you will be offered a time convenient to you to meet/talk with Samantha Kutty to discuss a complaint/concern.** She will discuss the complaints procedure to you and deal with the situation effectively.

We will acknowledge our complaint/concern in writing normally within three working days. We will investigate the complaint/concern to establish what happened within ten working days, keeping you informed on the progress of the investigation at regular intervals. During the investigation we aim to arrange to discuss the complaint/concern with the patient. Patient to be given an apology, where appropriate, explain to the patient what happened and the measures taken to prevent re-occurrence.

If you feel your complaint/concern has not been handled satisfactorily you may be referred to:

- NHS England Area Team Arden
- Dental Complaints Services