



Horbury Dental
care & implant clinic

making you smile for over 75 years

Complaints Procedure

NHS

Horbury Dental Care
Vincent House, Queen St, Horbury, Wakefield WF4 6LP
www.horburydentalcare.co.uk | 01924 211234

At Horbury Dental Care and Implant Clinic we aim to have satisfied patients and to meet expectations of care and service.

We take complaints very seriously and will deal with a complaint politely and promptly so that the matter is resolved as quickly as possible.

We will respect your confidentiality and investigate any complaint fully.

If you have any suggestion or comment about the service you have received, please let us know.

We operate a practice based complaints procedure, which meets national criteria.

You can send written complaints to Horbury Dental Care and Implant Clinic, Vincent House, Queen Street, Horbury, Wakefield, WF4 6LP.

You can telephone us on **01924 211234** or you can email the Complaints Manager at **emma.ferreira@horburydentalcare.co.uk**

- The person responsible for dealing with any complaints about the service we provide is Emma Ferreira, the Complaints Manager.
- If you complain by telephone or in person, we will listen to your complaint and offer to refer you to the Complaints Manager immediately. If she is not available at this time, we will advise you when you will be able to speak to Emma and arrangements will be made for this to happen.
- If you complain in writing or by email, this will immediately be passed to Emma, our Complaints Manager.

- We will keep comprehensive and confidential records of your complaint, which will be stored securely and will only be accessible to those who need to know about your complaint.
- We aim to resolve verbal complaints within 24 hours if we are able to, but if you complain in writing, we will send an acknowledgement letter as soon as possible, normally within three working days.
- We will seek to investigate the complaint speedily and efficiently and we will keep you informed, as far as reasonably practical, as to the progress of the investigation. If it takes longer than anticipated, the Complaints Manager will contact you every 10 working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.
- When the investigation has been completed, you will be provided with a written report. We will make our response clear and address each of your concerns as best we can. You will be invited to a meeting to discuss the results and any practical solutions we can offer you. These may include replacing treatment, refunding fees or referring you for specialist treatments.
- Proper and comprehensive records are kept of all complaints received. They are analysed so that we learn from them in order to improve our services.

If you are dissatisfied with our response to a complaint, you can contact the Parliamentary Health Ombudsman (England) by visiting **www.ombudsman.org.uk** or telephoning them on **0345 015 4033**.

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You can also contact the Care Quality Commission (CQC) who regulate private and NHS dental care services in England by calling **03000 616161**. They can take action against a service provider that is not meeting their standards and they may be able to help you.

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The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at **www.gdc-uk.org** or by telephoning them on **020 7167 6000**.

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Healthwatch Wakefield

Your health and social care champion in Wakefield District. Make sure NHS and other decision makers hear your voice and use your feedback to improve care within the NHS system.

www.healthwatchwakefield.co.uk

 **willings@horburydentalcare.co.uk**

 **01924 211 234**

 **horburydentalcare.co.uk**



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