

NJS Dental Care

PATIENTS COMPLAINT PROCEDURE

If you have been dissatisfied or concerned about the service you have received from a Dentist or any member of staff working in the practice please let us know. We operate a practice complaints procedure for dealing with complaints.

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved this way and you wish to make a complaint, we would like you to let us know as soon as possible ideally within a matter of days or a week at the most, this will enable us to establish what happened more easily. If it is not possible to do this please let us have the details of your complaint.

- * Within 6 months of incident that caused the problem
- * Within 6 months of discovering that you have a problem provided this is within 12 months of the incident.

Complaints should be addressed to Dr Nick Sheehan and Sandra Lodge, Practice Manager. Mrs Lodge will explain the procedure to you and ensure that your concerns are dealt with promptly. It would be a great help if you are specific as possible about your complaint.

We shall acknowledge your complaint within 2 working days and aim to look into your complaint within 10 working days from the date we have received the complaint. We shall then be in a position to offer you an explanation, or a meeting with those involved.

Investigating your complaint, we shall aim to:-

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not arise again.

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else we have to know that you have permission to do so. A letter signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and it is an opportunity to improve practice.

GDC Complaints Telephone Number: 0207 167 2000
Denplan Complaints Telephone Number: 0800 401 402

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NJS Dental is a trading name of
Red Kite Dental Ltd

