



Complaints Policy and Procedure

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We try to ensure that all our patients are pleased with their experience of our services. We welcome feedback from patients and take any complaints seriously. We aim to deal with complaints courteously and efficiently so they can be resolved as quickly as possible.

Making a complaint will not affect the quality of care you receive at our practice and we review all complaints to identify learning and improvement areas to our services.

Our complaints procedure outlines how we deal with any complaints. The person responsible for dealing with any complaints in the practice is the practice manager.

How to Complain

We hope that most issues can be resolved easily and quickly at the time they arise. If your issue cannot be sorted out this way and you wish to make a formal complaint, you can do so verbally or in writing. Verbally this can be done by speaking to one of our team members, who will escalate appropriately or, preferably, you should write your concerns to us by letter or email to the email address below.

Investigations

We handle all complaints with the seriousness they deserve. This does mean we need some time to investigate thoroughly. Any complaints involving clinical care will be referred to the treating dentist for their clinical opinion. We will contact you about your complaint using your preferred contact method wherever possible.

It is possible that if a complaint regards clinical care or is complex, we may need to seek advice from our insurers, indemnifiers or legal advisors and, therefore, may need to share some of your information for this purpose.

Complaining on Behalf of Someone Else

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

Complaint Submission & Response Time

Complaints should be sent to vitruvian-dental-studio@dentallymail.co.uk. Please outline in the subject matter that it is a complaint.

You will receive an acknowledgment of your complaint within **three working days** and we aim to provide a full response within **14 days**. If the investigation is likely to take longer, we will inform you and provide regular updates.

If you are not satisfied with the outcome of your complaint, you may escalate the matter to the Dental Complaints Service. Who's contact details are:

P: 020 8253 0800

E: info@dentalcomplaints.org.uk