

Patient Complaints Procedure

We take complaints very seriously and ensure that if a patient complains they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. We will never discriminate against a patient who has made a complaint.

If you are not 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.

How to Complain:

Please address your complaint to the Practice Coordinator. They can be contacted by the following methods.

In person:	Please ask at Reception for the Practice Coordinator.
By telephone:	Call our main telephone number: 01284 754169
By email:	enquiries@alvington-house.co.uk
In writing:	Please address the envelope to The Practice Coordinator at: Alvington House Dental Practice, 112 Northgate Street Bury St Edmunds Suffolk IP33 1HP

If you raise your complaint on the telephone or at the reception desk, we will immediately refer you to our Practice Coordinator. If they are not immediately available to speak with you, the member of staff will take brief details of your complaint and make arrangements for a telephone conversation with you at a convenient time. We will keep comprehensive and confidential records of your complaint, which will be stored securely.

If you complain in writing, the letter or email will be passed immediately to the Practice Coordinator who will acknowledge your complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will investigate the circumstances and contact you to discuss the matter as soon as practical. If we are unable to investigate the complaint within ten working days we will keep you informed giving reasons for the delay, the progress of the investigation and a likely period within which the investigation will be completed.

When the investigation has been completed, you will be informed of the outcome in writing to advise of the results and any practical solutions that can be offered. The solutions could include replacing treatment, refunding fees paid, referral treatment elsewhere or other solutions that resolve your complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That is why we always welcome feedback, comments, suggestions and complaints.

If you are not satisfied with the result of our procedure then you can take your complaint further with the contacts below:

The GDC Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road
Croydon,
CR9 2ER

Website: www.dentalcomplaints.org.uk

Telephone: 020 8253 0800

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

You can also contact the Care Quality Commission (CQC) who may be able to help or the General Dental Council (GDC).

The CQC regulates private and NHS dental care services in England. They can take action against a service provider who is not meeting their standards.