

## **Cornmarket Dental Practice**

### **Practice Complaints Procedure – Information for Patients**

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to national criteria.

#### **How to Complain**

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted in 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 at most a few weeks – because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment with Peter Dahlman, Parminder Nagi or David Barrett in order to discuss your concerns. They will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

#### **What We Shall Do**

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

#### **Complaining on Behalf of Someone Else**

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 the permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years.

## Complaining to a Dental Complaints Service

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish to seek further advice you should contact:

For patients who have received **private** treatment

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ  
T: 0208 253 0800  
W: <https://dcs.gdc-uk.org/>

For patient with a **Denplan** payment plan

Denplan Clinical Mediation Service  
Simplyhealth House  
Victoria Road  
Winchester  
SO23 7RG  
T: 0800 169 7220  
E: [clinicalmediationservice@denplan.co.uk](mailto:clinicalmediationservice@denplan.co.uk)

For those patients who have a complaint regarding treatment they have received under the **NHS**, Thames Valley Area Team can also be contacted. Their contact details are:

[Thames Valley Area Team](#)  
[Jubilee House](#)  
[5510 John Smith Drive](#)  
[Oxford Business Park](#)  
South  
Cowley  
Oxfordshire  
OX4 2LH

**England**  
NHS England  
PO Box 16738  
Redditch  
B97 9PT  
T: 0300 311 2233  
E: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint, please state: 'for attention of the Complaints Team' in the subject line

Tel: 01865 963 800

You may also like to contact the General Dental Council for more advice

General Dental Council  
37 Wimpole Street  
London  
W1G 8DQ  
T: 0207 167 6000