

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely 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. We accept complaints made verbally as well as written complaints.

Emma Mullally is the Complaints Manager and will be your personal contact to assist you with any complaints.

You can send your complaints to 91 Lode Lane, Solihull, West Midlands, B912HH, call us on 0121 705 2705 or email the Complaints Manager on emma@smileconcepts.co.uk.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working day 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 informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

Contacts

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk

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.

In England = the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk

The Care Quality Commission (CQC) who regulates 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

Smile Concepts undertakes to signpost patients to Solihull Metropolitan Council approved (by the Chartered Trading Standards Institute (<http://www.tradingstandards.uk/advice/ADRApprovedBodies.cfm>) Alternative Disputes Resolution Service Provider in accordance with The Alternative Disputes Resolution Regulations (2015) and undertakes to co-operate and comply with the recommendations made by:

Solihull Metropolitan Borough Council

Managed Growth and Communities Directorate, Council House, Solihull, B91 3QB

t: Citizens Advice consumer helpline on 03454 04 05 06

e: tradingstandards@solihull.gov.uk

w: [Solihull Metropolitan Borough Council Trading Standards website](#)