

## Complaints

At John Taylor Dental Care we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from any mistake that we make and we respond to our customers' concerns in a caring and sensitive way.

### How To Complain

We hope that most problems can be sorted out quickly and easily at the time they arise. If this is not the case and you wish to make a complaint, we would like to know as soon as possible as this will enable us to investigate your concerns more easily. If you are not able to raise your complaint at the time, please let us have details:

- Within six months of the incident which caused the problem or
- Within six months of discovering that you have a problem, provided that is within 12 months of the incident.

Complaints should be addressed to our Practice Manager, Joanna Taylor. Alternatively, you may make an appointment with Joanna in order to discuss your concerns. We will explain the Complaints Procedure to you and ensure that your concerns are dealt with promptly. It will be a great help if you can be as specific as possible about your complaint.

### What We Shall Do

We shall acknowledge your complaint within two working days and aim to have investigated your complaint within ten working days of the date you raised it with us. In investigating your complaint we shall aim to:

- Ascertain what occurred and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you wish to do so.
- Ensure you receive an apology where this is appropriate.
- Identify what we can do to ensure the problem does not arise in the future.



### Complaining on Behalf of Somebody Else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on somebody else's behalf then we need to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this; for example because of physical or mental illness.

### Taking Things Further

We hope that if you have a problem you will use our Practice Complaints Procedure, as we believe this will provide the best chance of putting right whatever has gone wrong and provide an opportunity to improve our Practice.

If you feel you cannot raise the complaint with us, or if you are dissatisfied with the result of our investigation, you can contact the **Dental Complaints Service** on **08456 120 540** or via their website at [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

Complaints may also be addressed to:

**The General Dental Council**  
**37 Wimpole Street**  
**London W1M 8DQ**

**The Care Quality Commission**  
**Healthcare Team**  
**Citygate, Gallowgate**  
**Newcastle-upon-Tyne NE1 4PA**