

Complaints Procedure  
Alchemy Dental Practice Ltd  
Date: 07/2019  
Review: 07/2020

## Introduction

Here at Alchemy Dental Practice we wish to provide you with a service that meets, and as far as possible exceeds, your expectations. However, sometimes things go wrong. If you are not satisfied with the service you receive from us, we would like to hear from you.

We hope that any problems you raise can be dealt with promptly and efficiently, just by talking to a member of the team. If, however, it is not possible to resolve your complaint in this way, you may wish to take it further. This document explains how to make a complaint and how your complaint will be handled.

## Resolving the Complaint Informally

As soon as you realise there is a problem, please contact a member of the team by calling the practice on 01782 410051, explaining what the problem is and how you would like the matter to be resolved.

Your complaint will then be passed across to our Complaints Manager, Miss Lauren Platt, who will obtain key information pertaining to your complaint and ensure your concerns are addressed in a professional, empathetic way at all times. Every attempt will be made to try and satisfy your complaint through informal discussions, however if you wish to proceed to the next stage a formal letter of complaint will be required.

## Making a Formal Complaint

You can make a formal complaint by contacting Miss Platt in writing or by email clearly stating why you are making the complaint. Miss Platt will acknowledge your complaint within **5** working days of receipt of the letter. Your complaint will be thoroughly investigated, and may require discussions with key staff members and those cited in the complaint. Miss Platt will then respond to you in writing, within **20** working days, with a detailed overview of the investigation. Please address all letters of complaint to:

**Stoke:**  
**Miss Lauren Platt**  
**Alchemy Dental Practice Ltd**  
**Penton House**  
**Queen Anne Street**  
**Shelton**  
**Stoke-on-Trent**  
**ST4 2EQ**

**Crewe:**  
**Miss Lauren Platt**  
**Alchemy Dental Practice Ltd**  
**203 Edleston Rd**  
**Crewe**  
**CW2 7HT**

You can also email Lauren Platt at [lauren.platt@nhs.net](mailto:lauren.platt@nhs.net)

Alternatively, for NHS Treatment, you can contact the NHS England Customer Contact Centre, whose job is to handle any complaints unable to be satisfied within practice. The contact details are as follows:

**Post:** NHS England  
PO Box 16738  
Redditch  
B97 9PT

**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

If your complaint is purely regarding Private Treatment, you may direct your complaint to the following:

Dental Complaints Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon  
CR0 6BA

**Tel: 08456 120540**  
**Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)**

### **What happens if I am not satisfied with the response?**

If you are not satisfied with the way the complaint has been handled, either by the provider or commissioner, you can request consideration by the Parliamentary and Health Service Ombudsman

**Post:** The Parliamentary and Health Service Ombudsman  
Millbank Tower  
London  
SW1P 4QP

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
**Telephone:** 0345 015 4033

Your rights are explained at [www.nhs/NHSConstitution](http://www.nhs/NHSConstitution)

**Support to make your Complaint**

If you do not feel able to make the complaint yourself, you can ask a family member or carer on your behalf. To comply with patient confidentiality you will be asked to provide a signed letter of consent given your authority for a named third person to act on your behalf. Alternatively you can obtain support from the Citizens Advice Bureau ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)) or Health Watch ([www.healthwatch.co.uk](http://www.healthwatch.co.uk))