



## 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. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to NHS England at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) with 'For the attention of the complaints team' in the subject line.

The Site Lead at Crewe and Stoke will be your personal contact to assist you with any complaints. We aim to respond to verbal complaints within 24 hours, where a written complaint is submitted to the Site Leads, we will aim to respond with an acknowledgement in 3 working days. We aim to give you a full response after investigating the complaint within 14 working days.

You can send your complaints to:

Crewe - Alchemy Dental, 203 Edleston Rd, Crewe, CW2 7HT or call us on 127021171.

Stoke On Trent - Alchemy Dental, Penton House, Queen Anne Street, SOT, ST4 2EQ or call us on 01782410051.

Alternatively you can email us at [info@alchemydental.co.uk](mailto:info@alchemydental.co.uk) with 'for the attention of site lead at Crewe/ Stoke'.

If the Site Lead 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 Site Lead 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 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.

If you are dissatisfied with our response to a complaint 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. Please see the contact details below.

### Contacts

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)



If you are still unhappy with your complaint then you can also contact:

- 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
- The Parliamentary health Ombudsman (England) by calling 0345 0154033 or visiting [www.ombudsman.org.uk](http://www.ombudsman.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](http://www.gdc-uk.org) contact them on [information@gdc-uk.org](mailto:information@gdc-uk.org) or by calling 020 7167 6000.



