

## Practice Complaints Procedure

At TLC Dental, we take complaints seriously and we aim to ensure that all our patients are pleased with their experience of our service. If you have a complaint, we aim to deal with your complaint in a courteous and prompt manner so that the matter is resolved as quickly as possible. We aim to learn from every complaint and improve our service accordingly.

In responding to a complaint, we aim to treat you the way we would like to be treated if we were in your position. The person responsible for dealing with any complaint about the service which we provide is our practice manager – Hamida Rahman.

If we receive a verbal complaint, we will listen and offer a solution wherever possible. If we cannot resolve the complaint at this level, we will refer to our practice manager. If she is not available at the time, then we will advise when the practice manager will be able to talk to you and / or the parties involved and arrangements will be made for this to happen. A member of our team will take brief details of the complaint and pass them on.

If you complain in writing, the letter or email will be passed to our practice manager without delay. If a complaint is about any aspect of clinical care, it will normally be referred to the dentist.

We will acknowledge your complaint in writing, normally within five working days. We will seek to investigate the complaint and respond within a reasonable time period. We will provide our response to the complaint in writing as soon as possible after completing any investigations. Proper and comprehensive records are kept of any complaint received.

If you are unhappy with the way a complaint has been handled further help and support can be obtained from the Dental Complaints Service.

Their details are –

The Dental Complaints Service, 2 Lansdowne Road, Croydon, CR9 2ER

[info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)