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SO53 2LG  
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## Patient Complaints Procedure

We are committed to providing a high quality service to all our customers, but if something goes wrong we need to know. This will help us to learn from our mistakes and improve our standards. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

The person responsible for dealing with any complaint about the service that we provide is Paula Allen, our Complaints Manager.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the complaint's manager immediately.

If a patient complains in writing, the letter will be passed on immediately to the Complaints Manager.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.

If we anticipate your complaint will take longer to be investigated, you will be informed of the expected time scale and regularly updated.

We will confirm the decision about the complaint in writing as soon as practical after completing our investigation.

If patients are not satisfied with the result of our procedure then a complaint may be made to:

The Dental Complaints Service  
Mezzanine 2 Cherry Orchard Rd  
Croydon  
Greater London  
CR0 6BA  
020 8253 0800

**OR TO**

Care Quality Commission  
CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
03000616717  
[www.cqc.org.uk/contact-uk](http://www.cqc.org.uk/contact-uk)