BROMLEY
DENTAL STUDIO

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, we investigate 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. 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.

Lisa James is the Complaints Manager If your verbal complaint is not resolved within 5 days or if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing within 10 working days. If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the she is next available.

If the complaint investigation takes longer than anticipated, particularly where the complaint is complex or lengthy and requires additional time to investigate fully, Lisa James will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed. Please be aware that the complaint will be shared with all parties and staff members involved.

When the investigation has been completed, you will be informed of its outcome in writing and 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 always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

Complaint Contacts

Please contact us on bdssmiles@gmail.com If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to London SE integrated care systems on 020 8176 5330 or by email on contactus@selondonics.nhs.uk

For private dental treatment 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 by calling 020 8253 0800 or visiting www.dentalcomplaints.org.ukIf you are still unhappy about your NHS complaint, you can 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 General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on

information@gdc-org.uk or by calling 020 7167 6000. The Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk