



Country Dental

Mount House,
17 Mount Street,
Hythe,
Kent CT21 5NT

Appointments:
01303 266657

Opening times:
Monday to Friday
9.00am to 1.00pm
2.00pm to 6.00pm

Late evenings
by appointment

country-dental.co.uk

@CountryDentalHythe

If you are not satisfied with the result of our investigation, we will advise you to refer your complaint to: Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (08456 120 540).

**General Dental Council,
37 Wimpole Street,
London, W1M 8DQ**

Complaints Procedure

If something's gone wrong or a mistake has been made, we want to know about it. We care about our patients!

In this practice, we take complaints very seriously. We always set out to ensure that our service meets expectations. All complaints are dealt with courteously and promptly. We want to see them resolved as quickly as possible. If we have made a mistake, we want to learn from it and make sure it doesn't happen again.

Sally Harvey-Hendley is our Complaints Manager. She's the person ultimately responsible for dealing with any complaints from patients. We have a detailed procedure for dealing with complaints. We want you, the patient, always to feel you will be looked after, no matter what happens. The following are the seven points that all our staff observe if a complaint arises:

1. If we receive a complaint by telephone or in person, we will listen and offer to refer the individual to the Complaints Manager immediately. If the Complaints Manager is not immediately available, we will arrange a convenient time for her to contact the individual.
2. The member of staff who takes the complaint will put in writing brief details of the issue, provide the individual with a copy and pass it to the Complaints Manager. If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.
3. If we receive a complaint in writing or by e-mail, it will be passed immediately to the Complaints Manager.
4. If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to the dentist concerned, unless the individual does not want this to happen.
5. We will acknowledge a complaint in writing and enclose a copy of this code of practice as soon as possible – normally within three working days. We will offer to discuss the complaint with the individual and confirm how they would like to be kept informed of developments – by telephone, letter, e-mail or by face-to-face meetings. We will inform the individual how the complaint will be handled and the likely time that the investigation will take to complete. If the individual does not wish to discuss the complaint further, we will still inform them of the expected timescale for completing the investigation.
6. We will seek to investigate the complaint within six months and, as far as reasonably practicable, we will keep the individual informed as to the progress of the investigation.
7. When we have completed our investigation, we will provide the individual with a full written report, which will include an explanation of how we considered the complaint, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action taken and whether further action will be taken.

Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service.