



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 all complaints very seriously. They are investigated thoroughly, and all complainants can expect to receive a prompt and helpful response. We use complaints not only as an opportunity to resolve the particular issues as far as possible, but also to learn and to improve our services to patients.

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. The complaints procedure is entirely confidential and will not affect your ongoing care. However, if it is in your best interest to make a fresh start with a new dental professional, or you ask for this, this is also an option. We will never discriminate against patients who have made a complaint.

Nina Blake is responsible for day-to-day complaints handling within the practice, and you can contact her by phone on 01892 526406, by email at appointments@warwickparkdentalpractice.co.uk and by post via Warwick Park Dental Practice, 22 Warwick Park, Tunbridge Wells, TN2 5TB.

You can complain verbally or in writing. If you complain verbally, we will make a written record of your complaint and will check this with you for accuracy before investigating the complaint. You will also be given an opportunity to speak direct to the practice complaints manager at a mutually convenient time.

Whether you complain verbally or in writing, you will receive a written acknowledgement of your complaint within 3 working days of when we receive your complaint.

We will carry out a thorough investigation of your complaint, which may include accessing your confidential clinical records and seeking information from all those involved in your care within the practice.

After our investigation, you will receive a detailed and helpful written response. We aim to do this within 10 working days of receiving your complaint. Normally the dental professionals who have provided your care will respond directly to your complaint. If for any reason you would prefer this not to happen, our complaints manager will liaise with those involved and then respond to your concerns personally. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to the NHS Kent and Medway Patient Experience Team at kmicb.patientexperience@nhs.net with 'For the attention of the complaints team' in the subject line. You can also contact them via phone at 01634 335095 Option 7 or via post: Patient Experience Team, 2nd Floor, Gail House, Lower Stone Street, Maidstone, Kent, ME15 6NB.

If there will be any unavoidable delay at any stage of the process we will write to you with information about the delay, the reason for it, and the date when you can expect to receive a response.

The complaint correspondence is filed separately from your clinical records, and we can assure you the whole procedure is entirely confidential. Only those members of the practice staff who need to will know about your complaint.

If you are complaining on behalf of someone over the age of 16, we will require that patient's signed authority for you to act on their behalf. If you are complaining on behalf of someone under 16, we will need to know that you have parental responsibility for them, or will need signed authority from somebody with parental responsibility for you to act on their behalf.

If you are not satisfied with our initial response, please let us know so we can try to resolve any outstanding issues. We will make every reasonable effort to find a mutually acceptable resolution.



When you receive our final response, if you are still not satisfied you can refer the matter for independent investigation:

In the case of NHS treatment, you can pursue your complaint with the NHS Ombudsman if you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman (England) by calling 0345 015 4033 or visiting www.ombudsman.org.uk

In the case of private treatment you can pursue your complaint with the Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ, 020 8253 0800 (Monday - Friday, 9am - 5pm).