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Introduction

If you have a complaint or concern about the service you have received from the Clinician or any of the staff working at this practice, please let us know. At LCIAD Ltd, we operate a practice procedure for dealing with complaints. Our complaints system meets national criteria. All complaints are treated fairly and on an individual basis. We also use complaints to help us develop and improve our services to all our patients.

How to Complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we will respond to your complaint within three working days, enabling us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaints should be addressed to Zoe Harmer - Complaints Manager, or Maria Basca – Deputy Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Complaints Made Verbally

If you wish to make a complaint over the phone or in person, we will listen to your complaint and offer to refer you to our complaints lead. If they are unavailable, the staff member will take your details and a brief explanation of the complaint to pass on. Your complaint will be acknowledged within three working days.

Complaints Made via Email or Letter

Any letters or emails regarding a complaint will be immediately passed to our complaints lead. Your complaint will be acknowledged within three working days.

Investigations

We will contact you to discuss your complaint unless it can be resolved easily. Any complaints involving clinical care will be referred to the treating dentist unless you request this not to happen.

We will then investigate your complaint and will aim to have a response for you within ten working days. If it is not possible to resolve this within that timeframe, we will inform you and let you know when it is likely to be resolved.

Once we have made a decision regarding your complaint, we will inform you using your preferred contact method.

It is possible that if a complaint regards clinical care or is complex, we may need to seek advice from our insurers, indemnifiers or legal advisors and, therefore, may need to share some of your information for this purpose.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of physical and mental illness) of providing this.

Complaints to External Bodies

We hope you will use our practice complaints procedure if you have a concern. We believe this will give us the best chance of correcting whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to an external body if you feel you cannot raise your complaint with us or are dissatisfied with our investigation's result.

The Care Quality Commission (CQC)

The CQC do not get involved with complaints about the practice. They do, however, encourage giving feedback on service providers such as us.

To send feedback to the CQC please visit the following [link](#).

You can also telephone them on 03000 616161

(Mon to Fri, 8.30am - 5.30pm Excluding Bank Holidays)

Dental Complaints Service (for private patients)

37 Wimpole Street, London, W1G 8DQ

Tel: 020 8253 0800 (Monday – Friday 9am – 5pm)

General Dental Council

37 Wimpole Street, London W1G 8DQ

Email: www.gdc-uk.org Tel: 020 7167 6000

This policy is reviewed annually unless there are changes in either legislation or guidance. If you have any questions relating to this policy please contact the Practice Manager via this [link](#).

If you have a complaint which you have not already notified us about, please contact the Complaints Manager via this [link](#).