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## **CAMBERWELL DENTAL CARE**

### **COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service you have received from the dentist or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of NHS system for dealing with complaints.

#### **HOW TO COMPLAIN**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem can not be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks.

This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint, within 6 months of the incident that caused the problem or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to complaint coordinator or any of the dentists. Alternatively, you may ask for an appointment with the dentist in order to discuss your concerns. She/He 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 specific as possible about your complaints.

#### **WHAT WILL WE DO**

We shall acknowledge your complaint within two working days and aim to look into your complaint within ten working days of the date that you raised it with us. We shall then be in position to offer you an explanation, or a meeting with those involved. In investigating your complaint we shall aim to;

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again

#### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

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

#### **COMPLAINING TO THE HEALTH AUTHORITY**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will provide the best chances of putting right whatever has gone wrong and give us an opportunity to improve our practice. This does not affect your right to approach the NHS England, if you feel you

cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact;

**NHS England**

**NHS Treatment**

The Complaint Team

NHS England

Tel; 0300 311 22 33

Email; [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Private Treatments**

The Dental Complaints Services

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

Tel; 02082530800

Email; [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)