



Hudson's Dental Care strives to have satisfied patients. We aim to meet your expectations of service and care, and to resolve any complaints efficiently, politely and effectively.

We take complaints very seriously and always investigate them in a full and fair way, taking care to protect your confidentiality. Complaints can highlight a shortcoming and, in so doing, help us to improve our service.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible so we can address your concerns promptly.

We will never discriminate against a patient who has made a complaint.

How to make a complaint, and how we will work to resolve it

1. Complaints are managed by our Practice Manager, Paul Stanyer.

Tel: 01992 505828 x4 or practicemanager@hudsonsdentalcare.co.uk

If he is unavailable, we will take brief details about your complaint and arrange a meeting or telephone interview when he is next available. We will open a comprehensive and confidential record of your complaint and store it securely so that it's only accessible to those with a 'need to know'.

2. We believe that most issues can be resolved by a simple conversation so if you are unhappy with your treatment, please tell your dentist. If you don't feel able to talk to your dentist, see our Practice Manager. He will be happy to help and will, *without taking sides*, look into matters for you.

3. If your verbal complaint is not resolved to your satisfaction within 24 hours or you make your complaint in writing, our Practice Manager will acknowledge it in writing within 3 working days and aim to provide a full written response as soon as practical.

4. We will update you about the progress of your complaint every ten days and give you an estimate of when we hope to conclude our enquiries.

5. When our investigation has been completed, we will inform you in writing of its outcome and invite you to discuss the results and any practical solutions that we can offer. These *could* include replacing treatment, refunding fees paid, referring you for specialist treatment(s) and / or other solutions that resolve the complaint.

- If you would like a copy of this Complaints Procedure please ask at Reception. Alternatively, you can download one from our website at www.hudsonsdentalcare.co.uk
- Comment boxes are located at Reception and in the Waiting Room for the use of patients who wish to comment anonymously on any aspect of our service. We value all feedback.

Taking things further ...

If you are dissatisfied with our response to your formal complaint and wish to take it further, the following organisations may be approached:

NHS patients

If you are unhappy with our response to your complaint about NHS dental treatment you can contact **NHS England** at england.contactus@nhs.net with 'For the attention of the Complaints Team' in the subject line. The telephone number is: 0300 311 2233

If you'd like some support, you can get help from an NHS Complaints Advocate. Contact www.healthwatchhertfordshire.co.uk for more details. Tel: 01707 275978

If you are still not happy with the way your formal complaint was handled (by us and NHS England) you can approach the Parliamentary & Health Service Ombudsman (PHSO). The Ombudsman makes the final decision on complaints that have not been resolved by all other channels. www.ombudsman.org.uk

You can find more information about the NHS complaints process, what to expect from it and other ways to give feedback, on the **NHS Choices** website www.nhs.uk

Private patients

Unresolved complaints about private dental treatment can be addressed to the GDC's **Dental Complaints Service** within 12 months of the treatment or within 12 months of becoming aware of the issue. Tel: 020 8253 0800 or see www.dentalcomplaints.org.uk

Further Information

Healthwatch is an independent national champion for people who use health and social care services. It exists to make sure that those running services put people at the heart of care and can advise them when things go wrong. The Hertfordshire organisation can be contacted for advice at www.healthwatchhertfordshire.co.uk
Tel: 01707 275978

POhWER provides help and NHS complaints advocacy www.pohwer.net/nhs-complaints-advocacy Tel 0300 456 2370

The **General Dental Council** (GDC) regulates dental professionals in the UK. The GDC does NOT get involved in complaints that can be managed locally. It does not resolve complaints OR award compensation. www.gdc-uk.org Tel: 020 7167 6000.

The **Care Quality Commission** (CQC) inspects services to make sure they're meeting quality and safety standards. www.cgq.org.uk Tel: 03000 616161
