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HOW CAN WE IMPROVE OR MAKE YOUR VISIT BETTER?

If you have any suggestions or comments on how we can improve our service please feel free to discuss these with the dentists. If you are unhappy with your treatment or any aspect of your visit today please ask to speak to one of the dentists.

At RF Dental Care we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. When patients complain they will be dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our procedure is based upon these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patient's concerns in a caring and sensitive way.

- The person responsible for dealing with any complaint about the service which we provide is Mr Richard Frost.
- If a patient complains on the telephone or at the reception desk we will listen to him or her and offer to refer them to their dentist immediately. If their dentist is not available at that time then the patient will be told when they can talk to him and arrangements made for this to happen. The member of staff will take details of the complaint and pass them on to the dentist. If we cannot arrange this within 48 hours or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with the complaint.
- If the patient complains in writing then the letter will be passed immediately to Mr Richard Frost.
- Mr Frost will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible and in any event within 5 working days. We will seek to meet the patient within 15 working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us then we will attempt to talk about the matter via telephone. We will confirm the decision about the complaint in writing to the patient within the same 15 day period.
- Proper and comprehensive records are kept of any complaint received.
- If patients are not satisfied with the result of our procedure then a complaint may be made either to:
 - Dental complaints service, Stephenson House, 2 Cherry Orchard Road. Croydon, CR0 6BA.
(www.dentalcomplaints.org.uk/) **PRIVATE DENTAL CARE**
 - Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. **NHS CARE**
- If an NHS patient feels unable to complain directly to the Practice they may instead complain through NHS England where they will be directed to a Patient Relations Team.
- NHS England, PO Box 16738, Redditch, B97 9PT. Tel.: 03003112233 Email: england.contasctus@nhs.net

Note – NHS England cannot look at a complaint if it has already been through the Practice's in house complaint procedure. If this is the case it must go directly to the Ombudsman.