

## **Complaint Policy**

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 complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure. 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. We accept complaints made verbally as well as written complaints.

Arezoo Wilson is the Complaints Manager and will be your personal contact to assist you with any complaints. You can send your complaints to Silicon Dental Centre, unit 21 Silicon Business Centre , 28 Wadsworth Road, Perivale, UB6 7JZ , call us on 02089978899 or email the Complaints Manager on [info@silicondental.co.uk](mailto:info@silicondental.co.uk).

If Arezoo Wilson, the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting or a phone call when it is suitable for you and the practice such that when the complaint manager can take full details. The complaints manager will acknowledge your complaint in writing within 3 days and we will aim to provide a full response within 10 working days or as soon as it is practical.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working day to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint. We regularly analyse patient complaints to learn



from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

### **Contacts**

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](http://www.ombudsman.org.uk)

Private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).