The Orthodontic Practice

43 Guildford Road, Horsham, West Sussex RH12 1ND

COMPLAINTS PROCEDURE

We take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service.

We deal with complaints courteously and promptly to resolve the matter as quickly as possible.

Our aim is to deal with complaints in the way in which we would want our complaint about a service to be handled.

The person responsible for dealing with any complaint about the service which we provide is Dr D C Bryan.

If you have a complaint:

1. Raise it as quickly as possible with the orthodontist or member of staff concerned if they are available
2. If it is not resolved immediately, we will make arrangements for you to talk to the orthodontist or Dr Bryan, in person or by phone
3. You should be given a copy of our full complaints procedure
4. You can ask for a different member of staff to deal with your complaint
5. Complaints in writing will be passed to Dr Bryan.

Any lessons learnt from a complaint will be shared with team members to improve our service.

Confidentiality rules apply to complaints received.

We will keep written records of the complaint and our responses.

After going through the Practice Complaints Procedure, if you are not satisfied with the outcome, you can approach:

NHS Patients

Healthwatch West Sussex, Billingshurst Centre, Roman Way, Billingshurst, West Sussex RH14 9QW 0300 012 0122 www.healthwatchwestsussex.co.uk
NHS England www.england.nhs.uk
If you are not happy with the way in which your formal complaint was handled, you can go to The Parliamentary and Health Service Ombudsman (PHSO), Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or www.ombudsman.org.uk). The Ombudsman makes the final decision on complaints that have not been resolved by the NHS in England.

Private Patients

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA Tel: 020 8253 0800 Email: info@dentalcomplaints.org.uk

There is further information in Healthwatch's Statement on Dental Complaints. Copies at Reception.