



## Kendrick View Patient Complaints Procedure

Ritu Shaunak (Maini) , Andrew McDonnell Ltd ( Andrew McDonnell),Kiran Bhogal, PS Bangu ltd

### Known as Kendrick View Dental Practice

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.

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.

Hannah Blay is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Practice Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing as soon as practical.

You can send your complaints to Kendrick View Dental Practice, 39 London Road, Reading, RG1 5BL or call us on 0118 9590222 or email the Complaints Manager at [Hannah@kendrickdental.co.uk](mailto:Hannah@kendrickdental.co.uk).

If the Complaints Manager is unavailable, a member of staff (usually a member of reception) will take brief details about the complaint and will arrange a meeting when the person is next available. 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 and will 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

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

If you are unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman by calling 0345 015 4033.

You can also contact The Care Quality Commission (CQC) who regulates private and NHS dental care services by calling 03000 616161. They can take action against a service provider that is not meeting their standards. The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-org.uk](mailto:information@gdc-org.uk) or by calling 020 7167 6000.



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