



## Rose Cottage Dental Practice Complaints Procedure

We aim to provide excellent service at Rose Cottage. However, if you feel that we have not done as well as we could have, please let us know. In the first instance, have a word with any member of our staff who will try to put things right. If you feel that you still want to complain then you can contact

- The dentist who has been treating you.
- Our complaints manager, Niki Marsh.
- Deputy complaints managers Dr Edward Gayton and Dr Kirsty Gayton

Normally we will acknowledge receipt of your complaint within 2 working days and we aim to provide you with a fuller response within 10 working days. If there is going to be any delay to this timescale, for example if a staff member is away, then we will try to keep you informed and let you know any new timescale.

In investigating your complaint, we shall aim to: -

- Find out what happened and what went wrong.
- Enable you to discuss the problem with those concerned if you would like this.
- Ensure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

We hope that we will be able to fully address your concerns. However, if you feel that there are still unresolved issues, complaints may be addressed to the following bodies.

### For NHS Patients

NHS England, PO BOX 16738, Redditch B97 9PT

Email: [england.contact@nhs.net](mailto:england.contact@nhs.net) (please state for the attention of the Complaints Team)

Tel: 0300 311 2233

### For patients with a Denplan payment plan

To be referred to their impartial mediation service contact Denplan on 0800 401402 between 8.30am and 5.00pm Monday to Friday or email [DenplanCustomer.Relations@simplyhealth.co.uk](mailto:DenplanCustomer.Relations@simplyhealth.co.uk)

<https://www.denplan.co.uk/patients/contact-us/making-a-complaint>

### For Private Patients

Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ

Tel 0208 253 0800

Website <http://www.dentalcomplaints.org.uk/>

Email [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)