

NORTHDENE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from one of your dentists or staff, we will try to resolve this as efficiently, sympathetically and courteously as possible. We do take complaints very seriously and we try to respond promptly to any concerns you may have. We would aim to acknowledge a written complaint within 2 working days and respond fully where possible within 10 working days.

Step 1- Local Resolution

If the problem is in connection with dental treatment you have received at this practice, or its associated charges, the complaint should normally be addressed in the first instance to the dentist who carried out the treatment. Sometimes it may be sufficient just to have a quiet word on the telephone to clear up a simple misunderstanding or you may need to see the dentist concerned personally. If you prefer to make a complaint in writing this should be sent to the dentist involved at the following address:

Northdene Dental Surgery
13 London Road,
Guildford,
Surrey,
GU1 2AA

There may be cases where a patient does not wish to address a complaint to one of the associates and you may then contact the Practice Principal, Miss Nancy Boodhoo in writing, and she will try to resolve the problem. She will consult with the associate dentist concerned and look at the patient's records to ascertain the treatment details before responding to the complainant.

If the complaint involves the administration of the practice, the receptionists, or one of our dental nurses or other staff, please address any complaint to the Practice Principal.

In some cases a meeting may be arranged at the practice where the problem can be discussed personally with the parties involved. This will be arranged as soon as possible after the complaint has been received and we will agree beforehand who is going to be present at this meeting. A friend or relative may accompany the complainant if they wish.

Please note that we have to keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we need to have proof in writing that you have permission to do so.

Step 2-What if I remain dissatisfied following local resolution?

We hope that we will be able to provide satisfaction in dealing with any complaint ourselves using our own in house procedures. However if you remain dissatisfied you may contact the Complaints Manager at NHS England, Surrey and Sussex within 28 days of the conclusion of local resolution. NHS England (Surrey and Sussex) can be contacted at Wharf House, Medway Wharf Road, Tunbridge TN9 1RE.