

COMPLAINTS POLICY

We aim to settle most problems swiftly and effectively often when they arise. Although if we are unable to do that at the practice we take complaints/concerns very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients have complaints or concerns, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our practice manager deals with any complaint about the service which we provide. **Hence complaints should be addressed to the practice manager via email at info@lsdp.co.uk or call 01926 426665.** You will then be offered a time convenient to you to meet/talk with the practice manager to discuss a complaint/concern. They will discuss the complaints procedure to you and deal with the situation effectively.

We will acknowledge your complaint/concern in writing normally within three working days. We will investigate the complaint/concern to establish what happened within ten working days, keeping you informed on the progress of the investigation at regular intervals. During the investigation we aim to arrange to discuss the complaint/concern with the patient. Patients will be given an apology where appropriate, as well as an explanation as to what had happened and the measures taken to prevent re-occurrence.

If you feel your complaint/concern has not been handled satisfactorily you may be referred to:

- NHS England Area Team Arden
- Dental Complaints Services