

# Complaints Policy 2024

**Barton Dental Surgery and Implant Centre**

81 Bedford Road, Barton-le-Clay, MK45 4LL

01582 882600

Date: 18<sup>th</sup> March 2024

Date for Review: 17<sup>th</sup> March 2025

Completed by: Ravi Kumar

We want our services at Barton Dental Surgery to meet your expectations.

If you have a concern or complaint about any aspect of our service, we want to know what mistakes we have made and identify how we can improve to ensure that we meet your expectations in the future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve any issues as quickly as possible.

## Making a complaint

If you wish to make a complaint, or simply let us know how we could have done better please contact Ravi Kumar Sivasubramanian, our complaints manager.

By telephone – You can call the surgery on 01582 882600 and make an appointment for a telephone meeting with Mr Kumar

By email – You can send an email addressed to: Mr Ravi Kumar Sivasubramanian to [ravi@bartondentalsurgery.co.uk](mailto:ravi@bartondentalsurgery.co.uk)

By letter – You can write a letter addressed to: The complaints manager, Barton Dental Surgery, 81 Bedford Road, Barton-le-Clay, MK45 4LL.

In person – You can speak with our reception staff in practice to organise an in-person meeting with Mr Kumar

The complaints manager usually works on Tuesdays 9.30am-4.30pm and Wednesdays 10am-3pm, and will endeavour to be available during these times. You may find it more convenient to make an appointment with the complaints manager so that he is able to dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the complaints manager is not available, we will arrange a convenient time for them to contact you. Staff members who handle your complaint will ask you for brief details of your complaint so that the complaints manager can gather any useful information before contacting you.

If the matter requires a more immediate response, we will arrange a senior member of the dental team to deal with in the absence of the complaints manager.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not wish for us to do this.

We will acknowledge all complaints in writing within 7 working days and start to undertake an investigation into your complaint as soon as possible.



## Investigating a complaint

We will offer to discuss the complaint with you following the receipt of your complaint. If you do not wish to discuss the complaint further, we will let you know the outcome of our investigation, unless you have told us that you do not wish for further communication.

We aim to investigate formal complaints within 30 working days, until or unless the complexity of the complaint requires further time. You will be informed of any delays in being able to comply with this time scale.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for this to happen. The report will include how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and any if any further action is needed.

## Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following our mistakes and take every opportunity to improve our service.

Making a complaint does not affect your patient rights or your ability to continue to use the practice for your dental treatments.

## If you are not satisfied

We will always endeavour to have happy patients and we will do all we can to help with your complaint. If your complaint was about your dental treatment and you are not satisfied with the result of the investigation, you can take the matter up with the relevant external organisation.

For complaints about NHS treatment in England:

The parliamentary Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP  
0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

For complaints about Private treatment in England:

Dental complaints service, 37 Wimpole Street, London, W1G 8DQ  
020 8253 0800 or online at <http://contactus.gdc-uk.org/dcs/complaint/privatepatients>

