

Patient Complaints Procedure

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 and we will be happy to answer any questions you may have about this procedure.

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.

Agnieszka Hills is the Practice Manager and will be your personal contact to assist you with any complaints. We aim to resolve verbal complaints within 48 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

You can send your complaints to 1 Minto Road, Sheffield, South Yorkshire, S6 4GJ, call us on 0114 234 3469 or email the Practice Manager on enquiries@mintoroaddentalcare.co.uk.

If the Practice Manager is unavailable, we will take brief details about the complaint and will arrange a convenient time for them to contact you. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible to those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Practice Manager will contact you at least every ten working days 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. We will make our response clear, addressing each of your concerns as best as we can providing practical solutions that we can offer to you.

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 up the matter with a relevant external organisation.

For complaints about NHS treatment:

Parliamentary Health Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or visiting www.ombudsman.org.uk)

For complaints about private treatment:

Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ (020 8253 0800 or online at <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>)