

Complaints Policy and Procedure

We are committed to ensuring that all our patients have a positive experience with our services. We actively welcome feedback and take all complaints seriously. Our aim is to handle any concerns courteously, efficiently, and promptly to achieve a quick and fair resolution.

Our complaints procedure outlines how we manage and respond to complaints. The designated person responsible for overseeing complaints within the practice is Stuart Ker.

How to Complain

We hope that most issues can be resolved easily and quickly, often at the time they arise and with the person concerned. If your issues cannot be sorted out this way and you wish to make a complaint, you can do so verbally by speaking to one of our team members, who will direct you to our complaints lead, or you can write to us by letter or email.

Complaints Made Verbally

If you wish to make a complaint in person or by phone, we will listen carefully and aim to resolve the issue immediately. Where appropriate, we will refer you to our complaints lead. If they are unavailable, a team member will record your details and a brief summary of the complaint to pass on. Your complaint will be acknowledged within three working days.

Complaints Made via Email or Letter

Any letters or emails regarding a complaint will be immediately passed to our complaints lead. Your complaint will be acknowledged within three working days.

Investigations

We will contact you to discuss your complaint unless it can be resolved quickly and informally. If your complaint involves clinical care, it will be referred to the treating dentist—unless you specifically request otherwise.

We will carry out a full investigation and aim to provide a response within ten working days. If we are unable to meet this timeframe, we will update you and advise when you can expect a resolution.

Once a decision has been made, we will inform you using your preferred method of contact.

Please note that if your complaint involves clinical care or is particularly complex, we may need to seek guidance from our insurers, indemnifiers, or legal advisors. In doing so, we may need to share relevant information with these parties to support the investigation.

Complaining on behalf of someone else

Please note that we strictly adhere to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of physical and mental illness) of providing this.

Time Limits for Opening Complaints

Complaints should be made within 12 months of the incident or when the complainant first discovered the problem.

Complaints to External Bodies

Our goal is to resolve every concern to your satisfaction. If you are unhappy with our response or how your complaint has been handled, we will provide guidance on the next steps available to you, including contact details for relevant external organisations that can offer support or advice.

We encourage you to use our practice complaints procedure in the first instance, as this gives us the best opportunity to address the issue and improve our service. However, this does not affect your right to escalate your complaint to an external body if you prefer not to raise it with us directly or are dissatisfied with the outcome of our investigation.

Health Improvement Scotland (HIS) - CONTACT AT ANY TIME

Address: Gyle Square , 1 South Gyle Crescent, Edinburgh EH12 9EB

Phone: 0131 623 4340

Email: his.ihcregulation@nhs.scot

The Dental Complaints Service for complaints about private treatment.

Address: Stephenson House, 2 Cherry Orchard, Croydon, CR0 6BA

Phone: 0208 253 0800

Email: info@dentalcomplaints.org.uk

The General Dental Council (GDC) (the clinicians' professional regulator].

Address: 37 Wimpole Street, London, W1M 8DQ

Phone: 0207 167 6000

Email: standards@gdc-uk.org