



How to complain – patient leaflet

We are sorry to hear that you may wish to complain or comment about our services. We are committed to maintaining the highest standards in all aspects of care so when patients wish to complain or comment on our services we listen carefully and want to know immediately. Our experience has shown that the best way to resolve your complaint is to manage it on a local basis by telling the practice directly that your unhappy and provide us with a chance to put things right, we can often sort out the problem there and then.

If you wish to make a verbal complaint: please ask to speak to the Practice Manager. If the manager is not present the receptionist will arrange for the manager to phone you to discuss the complaint at the earliest opportunity.

If you wish to make a complaint in writing, please address it to the Practice Manager

Alternatively, you may write directly to:

Ms. Fiona Patch Head of Clinical Quality.

Rodericks Dental Ltd

15 Basset Court

Loake Close

Grange Park

Northampton

NN4 5EZ

If you wish to make a complaint electronically, please e-mail:

Info@rodericksdental.co.uk

This dental practice is owned and operated by Rodericks Dental Ltd or Dental Partners Trading Ltd.



NHS Dental care

For assistance in making your complaint you may wish to use the NHS Complaints Advocate Service, this is independent of the NHS and tailored to individual client need. Contact your local health watch to find out who provides this service in your area.

If you would rather not go directly to the practice, you can contact the Integrated Care Board instead.

If you feel that you are dissatisfied with the results of our investigation, or wish to take your complaint outside the local resolution procedures, you may find the following organisations of assistance:

NHS complaints must be made within 12 months of receiving treatment.

Private complaints the Dental Complaints Service can look into complaints that are raised with them within 12 months of the treatment taking place or within 12 months of becoming aware that you have something to complain about.

NHS treatment

To find your local Integrated Care Board please click the link

[Find your local integrated care board \(ICB\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)

The Health Service Commissioner (Ombudsman)

Online complaints at:

www.ombudsman.org.uk

Complaints in writing:

The Parliamentary and Health Service Ombudsman

Citygate
Mosley Street
Manchester
M2 3HQ

Email phso.enquiries@ombudsman.org.uk

Tel 0345 015 4033

Care Quality Commission

Online complaints at:

www.cqc.org.uk

Postal complaints at:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Complaints by phone at:

Tel: 03000 616161

Our regulator The General Dental Council

Online complaints at:

www.gdc-uk.org

Postal complaints at:

The General Dental Council
37 Wimpole Street
London
W1M 8DQ

Complaints by phone at:

Tel: 020 7167 6000

You can find more information about the NHS complaints process, what to expect from it, and other ways to give feedback, on the NHS Choices website.

Private dental treatment

The quickest and simplest way to resolve the problem is to speak with the Practice Manager, who may be able to sort it out there and then.

If you wish to make a complaint in writing, please address it to the Practice Manager.

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If you have already made a formal complaint and the problem has not been resolved, you can contact the Dental Complaints Service (DCS). The DCS provides a free and impartial service to help private dental patients and dental professionals to settle complaints about private dental care fairly and efficiently. The DCS can deal with your complaint if you would like an apology, a refund, or a contribution to the cost of further treatment. They cannot deal with claims for compensation, or with complaints about dental plans.

Private dental care:

Dental Complaints Service [DCS]

37 Wimpole Street

London

W1G 8DQ

www.dentalcomplaints.org.uk

If your private treatment was through a dental plan, you should contact your plan provider as they will have a complaints process.

We hope that you will use our Practice Complaints Procedure. We believe this will provide the best chance of resolving the complaint, and an opportunity for us to improve our practice to prevent the same complaint being repeated.

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