

Wallasey Village Dental Practice Complaints Procedure

In this practice we take complaints very seriously and we try to ensure that all patients are pleased with their experience of our service. That means when patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

The appointed persons responsible for dealing with any complaints at the Practice are Jo Bankes & Tom Liu, Practice Manager and Kerry Robinson-Williams. A verbal complaint can be made to either person via telephone or face to face (telephone number is 0151 638 9685).

Written complaints should be addressed to either of the above names at 39 Leasowe Road, Wallasey, Wirral, CH45 8NY or via email reception@wvdp.co.uk

Complaints will be acknowledge your within 2 working days. If we are unable to investigate the complaint within 10 working days, we will notify you with our reason for the delay and the likely time period in which the investigation will be complete.

When the investigation into the complaint is concluded you will be notified in writing.

If you are not happy with the outcome you can contact us again or contact NHS England for complaints about NHS services or The Dental Complaints Service for help with complaints about private treatment. The contact details are provided below along with the outline of the procedure.

NHS England
PO Box 16738
Redditch B97 9PT
Helpline: 03003112233
england.contactus@nhs.net

Dental Complaints Service
Stevenson Home
2 Cherry Orchard Road
Croydon CRO 6BA
Phone: 08456120540
info@dentalcomplaints.org.uk

Ombudsman for Health
Millbank Tower
Millbank
London SW1P 4QP
Helpline: 03450154033
phso.enquiries@ombudsman.org.uk

Outline Details For Making A Complaint

For a Complaint About NHS Treatment

- Contact the practice initially as hopefully they will be able to solve your problem there and then.
- If an informal approach does not solve your problem, ask for a copy of the complaints procedure
- For support with your complaint you can get help from an NHS complaints advocate by contacting Local Health watch
- If you would rather not go to the practice contact NHS England who is responsible for commissioning NHS Dental Services
- If you are not happy with the way your complaint has been handled you can go to the Parliamentary and Health Service Ombudsman. The Ombudsman makes the final decision on complaints that have not been resolved by the NHS in England.
- For more information on complaints procedures visit NHS choices

For a Complaint About Private Treatment

- Contact the practice initially as hopefully they will be able to solve your problem there and then.
- If an informal approach does not solve your problem, ask for a copy of the complaints procedure
- If the problem has not been resolved, you can contact Dental Complaints Service(DCS) for help. The DCS provide a free impartial service to help style private dental complaints. They can not deal with claims for compensation.
- If your private treatment was through a dental plan, you should contact your plan provider as they will have a complaints process.
- Citizens Advice Bureaux also provides information and advice about making complaints.