



AMBIENCE DENTAL PRACTICE

Committed to NHS dental care for all of the community

Wade House, 37/39 Queen Street,

Swindon, Wilts SN1 1RN

Tel: 01793 529985

Fax: 01793 643040

PATIENTS COMPLAINTS PROCEDURE

What are my rights?

If you are not happy with the care you have received, you have the right to complain and have your complaint investigated and be given a full and prompt reply.

When should I complain?

As soon as possible. Complaints should normally be made within six months of the date of the event you are complaining about, or six months from when you first became aware of it, as long as it is not longer than 12 months altogether. The time limit can be extended sometimes (as long as it is still possible to investigate the complaint). An extension might be possible, for example, in situations where it would have been difficult for you to complain earlier, such as if you were grieving or undergoing trauma.

Who do I complain to, and where do I start?

1 Your first step will normally involve raising the matter, either orally or in writing with Ms Melisa Bedwell (Practice Manager) who is the Complaints Manager.

If you are unhappy with any administrative aspect of the practice, or have a query regarding the NHS fees charged (these fees are set by the government), then this will be dealt with by Miss Bedwell or our Head Receptionist Mrs Sylvia March.

If you are unhappy about any aspect of your NHS dental treatment, and did not raise this with the dental surgeon who treated you, then Miss Bedwell will in the first instance arrange an appointment for you to discuss the matter with the dental surgeon who treated you. This is called local resolution, and most cases are resolved at this stage. Patients will receive an initial acknowledgement from the Practice Manager normally within three working days. We will make every effort to fully investigate the issue within ten working days. If there is a delay in the investigation, we will notify the patient about it, given reasons and the likely date for its completion.

2 If your complaint is not resolved at this stage, then please contact Swindon Primary Care Trust. Further information about making the complaint is available from the Patients Advice and Liaison Services (PALS)-Tel: 01793 708758, your local Independent Complaints Advocacy Service (ICAS) and the Department of Health website.

3 If your complaint is not resolved to your satisfaction, you can ask the Healthcare Commission (an independent body established to promote improvements in healthcare) for an independent review of your case.

Healthcare Commission, FREEPOST Nat 18958, Complaints Investigation Team, Manchester M1 9XZ. Tel: 0845 601 3012; email: complaints@healthcarecommission.org.uk

Dental Surgeons:

Dr Charles Quail B.D.S and Associate Dental Surgeons

Associate practice :

St Albans, Herts