

Complaints Procedure

Benson Dental Practice

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to national criteria.

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If you would like to make a complaint, please contact the Practice Manager, Dr S Merali, who is responsible for the Practice Complaints Procedure.

A full explanation of the Practice Complaints Procedure is available on request.

What We Shall Do

We shall acknowledge your complaint promptly, usually within 10 working days, and aim to have looked into your complaint as soon as is reasonably practicable from the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

Further Information

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you wish further advice you should contact:

Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ. Tel. 02082530800, info@dentalcomplaints.org.uk

For those patients who have a complaint regarding treatment they have received under the NHS can also contact: NHS England, Tel. 03003112233, England.contactus@nhs.uk; The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (03450154033 or www.ombudsman.org.uk).

For those patients registered with this practice with Denplan can contact Denplan by telephone for advice: Tel. 08001697220