

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 within 2 working days and aim to have looked into your complaint within 10 working days of 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

Further information about making a complaint can be found from the websites of:

- The NHS Dental section on the NHS Choices website
- Patient Advice and Liaison Service (PALS)
- NHS Complaints Advocacy Service.
- Citizens Advice Bureau.
- Local Clinical Commissioning Groups (CCGs).
- The Care Quality Commission.
- If you are unhappy with the outcome of your complaint you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government. To make a complaint visit the Parliamentary and Health Service Ombudsman website or call 0345 015 4033.
- For Private Care you may wish to contact the Dental Complaints Service (Stephenson House, 2 Cherry Orchard Rd, Croydon, CR0 6BA. Tel. 020 8253 0800, E-mail: info@dentalcomplaints.org.uk, or the General Dental Council for more advice (General Dental Council, 37 Wimpole Street, London, W1M 8DQ, Tel. 020 7887 3800, E-mail: complaints@gdc-uk.org).
- For those patients registered with this practice with Denplan can contact Denplan by telephone for advice: Denplan: Tel. 0800 169 7220