



Complaints Procedure

If you have a complaint or concern about the service you have received from your dentist or any member of our staff, please let us know.

How To Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within six months of the incident that caused the problem;
- or within six months of discovering that you have a problem,
- provided that no complaint will be entertained beyond twelve months.

Written complaints should be addressed to our Practice Manager. Alternatively, you can telephone 01376-340001 to speak to or arrange an appointment with the Practice Manager. He/She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

What We Will Do

We shall acknowledge your complaint or concern within three working days of receipt. We will investigate your complaint within ten working days. We shall then offer you an explanation and/or a meeting to discuss the complaint.

In investigating your complaint we shall aim to:

- Establish the facts.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

Complaining On Behalf of Someone Else

If you are complaining on behalf of a patient, we must adhere to the rules of patient confidentiality.

We would therefore need the patient's permission for you to act on their behalf.

Complaining To the Health Authority

If you are not satisfied with the outcome of your complaint or concern you are entitled to contact the Health Authority Complaints Manager at

NHS Mid Essex, Swift House, Hedgerows Business Park, Colchester Road, Springfield, Chelmsford, Essex CM2 5PF. Phone 01245-459459. Email meccg.patientexperience@nhs.net