ORTHODONTIC
GALLERY

Practice Complaints Procedure

If you have a complaint about the service you have received from the Dentists or any of the members of staff working in this practice, please let us know. We operate a complaints procedure as part of a system for dealing with complaints regarding NHS and private treatment at the practice. Our complaints system adheres to national criteria.

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 sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because 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 12 months of the incident that caused the problem or
- Within 12 months of discovering that you have a problem, provided that this is within 12 months of the incident.

Complaints should be addressed to Dr Anthony Lam or Louise Stoker. Alternatively, you may ask for an appointment with Dr Lam to discuss your concerns. The complaints procedure will be explained to you and your concerns dealt with promptly. It would be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within 3 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 offer you an explanation, or a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- 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

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be required, unless they are incapable (because of physical or mental illness) of providing this.

Reviewed and updated: 22/03/16

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We hope that if you have a problem, you will use 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. This does not affect your right to complain to an independent party if you feel that you cannot raise the complaint with us or you are dissatisfied with the result of our investigation.

For complaints regarding NHS treatment, patients can contact the Practice or:

Patient Advice and Liaison Service (PALS)
Redbridge Primary Care Trust
Becketts House
2-14 Ilford Hill
Ilford
Essex
IG1 2QX
Tel: 020 8478 5151

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0300 061 4076

For complaints regarding private treatment, patients can contact the Practice or:

The Dental Complaints Service
08456 120 540

The General Dental Council (GDC)
37 Wimpole Street
London
W1M 8DQ

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