

At Thurmaston Dental Practice, we value all comments, good or bad, to help us improve our service. If you are not happy about anything, this is how you let us know:

Please speak to the member of staff involved in your care

If you are not happy with the response, speak to the complaints manager

You will receive an initial response from us within 3 working days

You will receive a final response from us within 10 working days

If you are still not happy, contact the relevant Ombudsman to deal with your complaint. Details are on the back

### NHS England complaints service

**A:** PO Box 16738, Redditch, B97 9PT

**T:** 0300 311 22 33

**E:** [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

### Ombudsman for NHS patients

**The Parliamentary and Health Service Ombudsman**

**A:** Millbank Tower, Millbank, London, SW1P 4QP

**T:** 0345 015 4033 (Mon – Fri 8.30am to 5.30pm)

**W:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**E:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### Ombudsman for Private patients

**The Dental Complaints Service**

**A:** The Lansdowne Building, 2 Lansdowne Road, Croydon, CR9 2ER

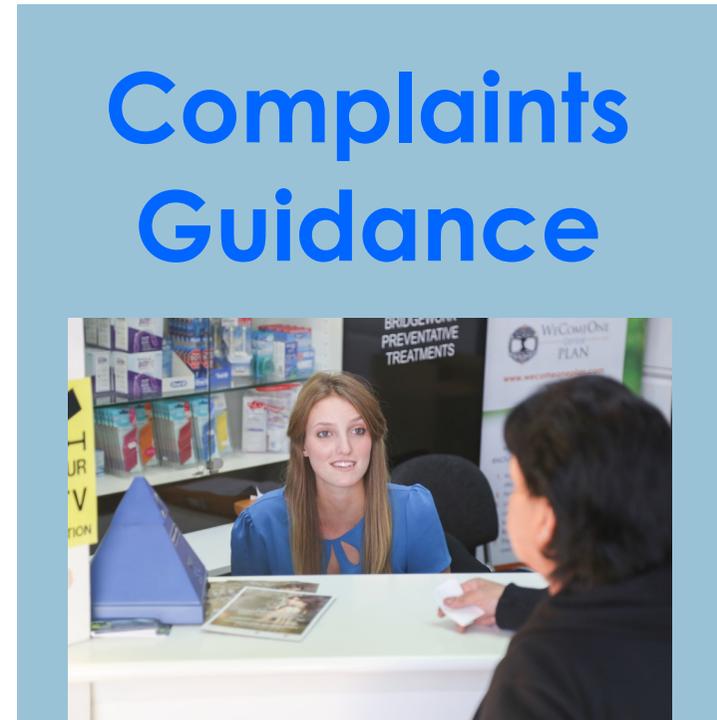
**T:** 0845 120 540

**W:** [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

**E:** [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

For more details of the complaints procedure, visit our website:

[www.thurmastondental.co.uk](http://www.thurmastondental.co.uk)



## Can I make a comment?

Yes! The easiest way is when you visit us.

## What can I complain about?

- Dental care or treatment from us
- Anything to do with the environment in the practice
- Any member of staff involved in your care

## Who can complain?

You can complain if you:

- Had or are having care or treatment at the practice
- Visited or used our services or facilities

You can complain for someone else if you:

- Have their written agreement
- Are their parent, guardian or carer, and your child is not mature enough to understand how to make a complaint

## How long do I have to complain?

You have 12 months within the event.

## How do I make a complaint?

### Stage 1: Talk to a staff member

First talk to a member of staff involved in your care. If you do this, we can try to sort out your complaint on the spot.

### Stage 2: Talk to our complaints manager

If the complaint is not resolved, you can talk to our complaints manager, Jake Winters. This will be private and confidential.

### Stage 3: Our initial response

We will write to you within 3 working days of receiving your complaint. This letter will:

- Tell you what action we will take to look into your complaint
- Offer you the chance to talk to a staff member about the complaint

We will keep information you give us confidential. To investigate further, we may have to talk to staff about you or show them your health records. If you do not wish to share your information, please tell us when making your complaint.

### Stage 4: Our final response

You will receive a final response from us within 10 working days. This letter will:

- Show that we have looked into your complaint and reply to all the points raised in it
- Offer you an apology where things have gone wrong
- Explain what we will do to stop what you complained about happening again
- If necessary, explain why nothing more can be done about some parts of your complaint

## What if I am not happy about the way the practice has handled this?

You can ask NHS England or the Ombudsman to consider your complaint further. Full details for NHS and private patients are on the back of this leaflet.

## What if I change my mind after I have complained?

Please let us know as soon as possible via a letter or phone call.