

# MULLAN GALLAGHER DENTAL GROUP

## COMPLAINTS PROCEDURE

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Mary Deeny
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Mary Deeny immediately. If Mary Deeny is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to Mary Deeny.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

4. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
5. We will confirm the decision about the complaint in writing immediately after completing our investigation.
6. Proper and comprehensive records are kept of any complaint received.

7. If patients are not satisfied with the result of our procedure then a complaint may be made to:

**The Northern Ireland Ombudsman (for NHS dental care and treatment only)**

Freepost Bel 1478  
Belfast  
BT1 6BR

Telephone: 02890 233821  
Textphone: 02890 897789  
Freephone: 0800 343434

Email: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)  
Website: [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)

You should complain to the Ombudsman regarding NHS dental care only if you have given the Practice an opportunity to comment on the complaint, and resolve any problems.

**Dental Complaints Service (for Private dental care and treatment only)**

Stephenson House  
2 Cherry Orchard Road  
Croydon CRO 6BA

**The Practice is registered with the Regulation and Improvement Authority (RQIA)**

9<sup>th</sup> Floor Riverside Tower  
5 Lanyon Place,  
Belfast  
BT1 3BT  
Tel 028 9051 7500  
(RQIA oversee complaints management for private dental care)

Other agencies which may be utilised within the complaints investigation process are:

**HSCB Health and Social Care Board (for NHS dental care and treatment only)**

Complaints Office  
12-22 Linenhall Street  
HSC Board Headquarters  
Belfast

BT2 8BS

Telephone: 028 9536 3893

Email: [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)

Website: Health and Social Care Board

**The General Dental Council, (the dentists' registration body)**

37 Wimpole Street, London,  
W1M 8DQ

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