

Complaint Process

What is a complaint?

At Portman Dentalcare we pride ourselves on the high quality of care we provide our patients. We aim to look after you as we wish to be looked after ourselves. However, if you have any concerns or comments regarding your dental care, which you wish to raise, we will address these as a matter of priority.

How do I complain?

A complaint may be verbal or written and may be made to any member of the practice team.

How will my complaint be handled?

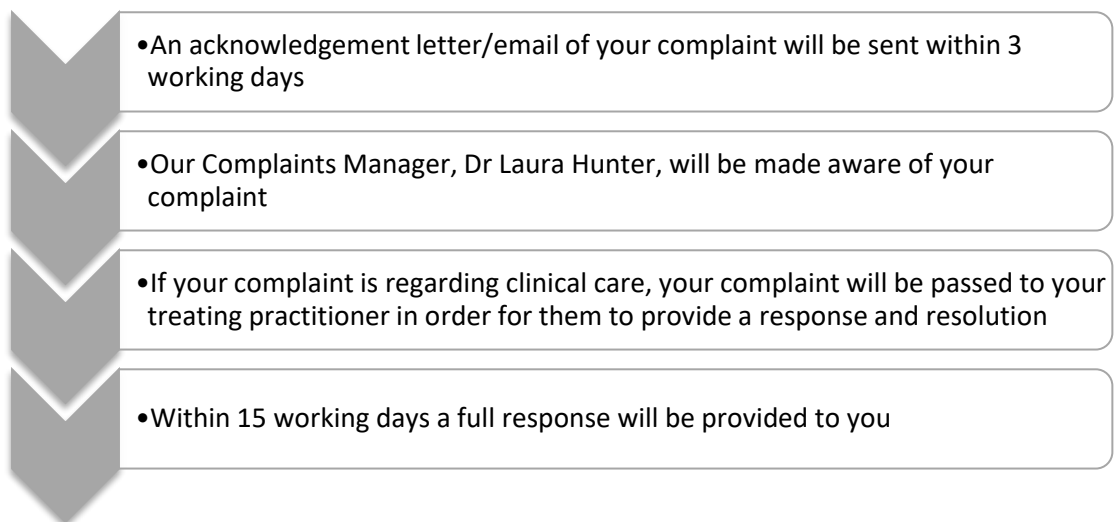
Verbal

A verbal complaint will be immediately logged and we will try and resolve your concerns at the time. If appropriate, the Practice Manager, will be able to discuss your complaint to try and resolve the situation for you.

As all of our clinicians operate as independent practitioners, any complaint concerning clinical care will be immediately passed to your treating clinician. Regarding a verbal complaint over your care, the treating clinician should be available to discuss and resolve your concerns.

Written

You may make a complaint in writing to the practice, Practice Manager or practitioner. Your complaint will be handled in the following manner:



If we anticipate any delays in providing a full response, you will be notified and kept updated every ten working days of the progress of your complaint.

What do I do if I'm not satisfied with the complaints process?

If you are not happy with how your complaint has been handled then our Complaints Manager, Dr Laura Hunter, can be contacted at laura.hunter@portmanhealthcare.co.uk

What do I do if I'm not satisfied with the outcome?

If your care was provided under an NHS contract, and you are not happy with the outcome of your complaint, you may contact NHS England

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

If your care was provided privately, and you are not happy with the outcome of your complaint, you may contact the Dental Complaints Service

By post to:

Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA

By email to: info@dentalcomplaints.org.uk

If you remain dissatisfied with the resolution of your complaint then you can also contact the Parliamentary Health and Service Ombudsman

By post to:

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

By telephone: 0345 015 4033