



# Conway House Dental Practice

## Complaints Policy and Procedure

At Conway House Dental Practice, we want all our patients to be happy with their experience of our services. We welcome feedback and take all complaints seriously. Our aim is to deal with complaints courteously, efficiently, and as quickly as possible.

This policy explains how we handle complaints. The person responsible for managing complaints at the practice is **Navlene Poone (Practice Manager)**

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### How to Make a Complaint

#### Informal Resolution

We hope most concerns can be resolved quickly and easily at the time they arise, directly with the person involved.

#### Formal Complaints

If you wish to make a formal complaint, you can:

- **Speak to a team member** – they will refer you to our complaints lead.
  - **Write to us** – by email or letter.
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### Complaints Made Verbally

If you raise a complaint in person or by phone:

- We will listen to your concerns and, if appropriate, refer you to the complaints lead.
- If the lead is unavailable, the staff member will take your details and a brief outline of the complaint.
- Your complaint will be acknowledged within **three working days**.

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## Complaints Made in Writing (Email or Letter)

- All written complaints are immediately passed to the complaints lead.
- You will receive an acknowledgement within **three working days**.

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## Investigations

- We will contact you to discuss your complaint unless it has already been resolved.
- If the complaint involves clinical care, it may be referred to the treating dentist unless you request otherwise.
- We aim to provide a full response within **ten working days**. If this is not possible, we will keep you informed of progress and advise when you can expect a resolution.
- Once a decision is made, we will contact you by your preferred method.

In some cases (e.g. clinical or complex matters), we may need to seek advice from our insurers, indemnifiers, or legal advisors. This may involve sharing relevant information with them.

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## Complaints on Behalf of Someone Else

We follow strict rules of clinical confidentiality. If you are complaining for another person, we will need their signed consent unless they are unable to give permission due to physical or mental incapacity.

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## Timeframe for Complaints

Complaints should normally be made within **12 months** of the incident, or within 12 months of the complainant becoming aware of the issue.

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## External Complaint Options

We encourage you to use our practice complaints procedure as this gives us the best chance to put things right. However, you may also raise your complaint with external organisations:

- **Care Quality Commission (CQC)** – The CQC does not investigate individual complaints but welcomes feedback.
    - Website: [www.cqc.org.uk/give-feedback-on-care](http://www.cqc.org.uk/give-feedback-on-care)
    - Tel: 03000 616161 (Mon–Fri, 8:30am–5:30pm, excluding Bank Holidays)
  - **Parliamentary and Health Service Ombudsman**
    - Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
    - Tel: 0345 015 4033
  - **Dental Complaints Service (for private patients)**
    - Website: [dcs.gdc-uk.org](http://dcs.gdc-uk.org)
    - Tel: 0208 253 0800 (Mon–Fri, 9am–5pm)
  - **General Dental Council (GDC)**
    - Website: [GDC complaints process](#)
    - Tel: 0854 222 4141 or 0207 887 3800
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