



## Highfield Dental Clinic

### **Highfield Dental Clinic A Patients Guide to our Practice Complaint Procedure**

S A Groups and its practices made up of clinical and administrative teams are committed to providing quality care and service. We recognise the importance of managing continual improvements at our practices and understand that patient feedback is imperative in achieving this objective.

It is part of our responsibility as dental professional to deal properly and professionally with all complaints. Patient complaints are dealt with calmly and in line with the Company Complaints Process. We will aim to sort out the complaints as quickly, effectively and as smoothly as possible.

A written acknowledgment will be provided to you within 3 days of receipt of a formal complaint.

A full investigation will ensue to ascertain

- What happened?
- Why it happened?
- What will be done to put things right?
- What action will be taken to resolve the matter?
- What will be done to stop this re-occurring?

A written response will be sent accordingly within 10 working days. On occasion where investigations may take longer than 10 working days, we will notify you in writing of the delay and advise you of the revised date of resolution.

You are entitled to seek advice from a variety of sources and this information is provided below.

If you are not satisfied with the outcome of local resolution or wish to complain about the handling of your complaint you may appeal to the Company Complaint Manager, Highfield Dental Clinic, Highfield House, 2 Highfield Road, Edgbaston, Birmingham, B15 3ED.

If you feel that the Complaints Manager has not settled the complaint, you can contact either:



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### **Private Services**

#### **The Dental Complaints Service**

The Dental Complaints Service is there to assist private dental patients and dental professionals resolve complaints about private dental services. They are an independent dental complaints service funded by the General Dental Council and available to patients across the UK.

Dental Complaints Service

0208 253 0800 (Monday – Friday 9am – 5pm)

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

Write to: Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

#### **Regulatory Bodies**

In England

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA