



Complaint Procedure for Patients

Our Patients' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will inform the Adult Safeguarding Team who will decide how to investigate and monitor outcomes.

Making Suggestions

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their friends'/family. To make a suggestion you can speak to **GDC Practice Manager or Dr Ross Gunn**, leave us a note with our reception team or send us your suggestions via email or post.

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating complaints to improve the service we provide. We treat all complaints in confidence.

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, giving as much detail as you can. In any event this should be within 12 months of the incident or within 12 months of you becoming aware of the matter.

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written permission. We can provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else.

Send your written complaint to:

The Practice Manager,
Gunn Dental Care
Tredgold Crescent Bramhope
Leeds LS16 9BR

Reception@gunndentalcare.co.uk

After we receive your complaint, we will:

- Acknowledge it within 3 working days
- Investigate the complaint thoroughly
- Provide you with an opportunity to discuss your complaint in person if you wish
- Ensure you receive a written explanation (or face to face discussion) within a maximum of 25 working days (we may discuss with you an agreeable timescale)
- Ensure you receive a written apology if appropriate
- Take steps to ensure that we learn from this incident

If your complaint is not resolved satisfactorily, you may want to consider contacting the **General Dental Council**, which sets standards of conduct and regulates all dental professionals in the UK. It may be able to investigate your concerns.

<https://www.gdc-uk.org/raising-concerns/making-a-complaint-to-your-dental-professional>

You can also contact the **Dental Complaints Service on 020 8253 0800** (Monday to Friday, 9am to 5pm) or visit its website for more information.

<https://dcs.gdc-uk.org/>

GUNN
DENTAL CARE