

## If you are not satisfied

We hope that if you have a dissatisfaction, we will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and give us an opportunity to improve our practice. However, this does not affect your right to complain to the relevant external organisation if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish for further advice, please contact;

NHS England  
PO BOX 16738  
Redditch  
B97 9PT  
0300 311 2233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Parliamentary and Health Service Ombudsmen  
Citygate  
Mosley Street  
Manchester  
M2 3HQ  
[phso.enquiries@obudsmen.org.uk](mailto:phso.enquiries@obudsmen.org.uk)

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ  
020 8253 0800

British Dental Association  
64 Wimpole Street  
London  
W1G 8DQ

Your Local Citizens Advice Bureau

Independent complaints advocacy team at the local NHS  
Healthwatch, Somerset.  
01278 264405

**For more information about our complaint's policy,  
please ask a member of our reception team,  
alternatively this can be found on our practice website.**

[www.martockdental.co.uk](http://www.martockdental.co.uk)

Martock Dental Practice,  
13 Church Street,  
Martock,  
Somerset,  
TA12 6JL  
01935 823040  
[manager@martockdental.co.uk](mailto:manager@martockdental.co.uk)

### **Our dentists:**

Lakshmi Kanneganti BDS MFDS RCS  
Dooha Elbouni BDS MFDS RCS  
Sarah Manley BDS  
Ewan Davidson BDS DPDS

Martock Dental Practice  
01935 823040



Complaints  
Information Leaflet

## Making a complaint

We want our services to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and work out how we can improve to ensure our services meet your expectations in the future.

We aim to develop from any feedback we receive and improve the services we provide to our patients. We will deal with complaints considerately and promptly and aim to resolve the matter as quickly as possible.

All complaints will be dealt with confidentially.

If you wish to make a complaint or simply let us know how we could have done better, we would like you to let us know.

Please contact Sarah Hiscock:

Martock Dental Practice  
13 Church Street  
Martock  
Somerset  
TA12 6JL  
01935 823040  
[manager@martockdental.co.uk](mailto:manager@martockdental.co.uk)

We will acknowledge all complaints within three working days and will enclose a copy of this information leaflet. If a delay in acknowledging a complaint is anticipated the reason for the delay will be explained to you.

The acknowledgment will include; a confirmation that the matter will be investigated and that you will receive a report of the findings.

## Investigating a complaint

We will offer to discuss the complaint with you and ask how you would like to be kept informed of developments, such as via telephone, letter, email or in person.

At this stage we shall try to establish what you would consider a satisfactory resolution.

We will let you know how we will deal with the complaint and the likely time that the investigation will take to complete, our aim is to complete the investigation and for you to receive the report within 10 working days.

## Response

Before providing a written response, we shall invite you to a meeting to discuss the findings in our investigation and keep you informed of the progression.

When we have completed the investigation, we will provide you with a written report, unless you have stated that you do not wish for further communication. The report will explain how we consider the complaint, the conclusion we have reached and details of any remedial action we have taken and whether further action is required.

## Records

We will keep proper and comprehensive records of any complaints or suggestions, the investigation, responses and outcomes. These records will be kept securely and not with your clinical records.

We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our services.

## Complaining of behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we must know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under the age of 16 years old.