

Cray Dental Care Complaints Procedure

- Patients may raise concerns verbally or in writing. They will be directed to the Practice Manager to hear them or to address a written concern.
- An acknowledgement will be raised in writing within two days, together with a copy of the Complaints Procedure if this has not been obtained before. The reply will give an estimate of the time required to investigate the complaint and reply again, which would normally be within ten working days.
- A written response, including the result of investigation will be issued.
- Written documentation is retained.
- Complaints and concerns are recorded in the Risk Register to be used in the 'learning processes' of improving service and safety.
- Patients are informed of the address of the Health Ombudsman and the General Dental Council should they wish further information or address.