



The Cambridge Dental Hub  
1 Brooke House, Kingsley Walk,  
Newmarket Road, Cambridge CB5 8TJ



01223 363277

Reception@cambridgedentalcare.co.uk

[www.cambridgedentalhub.com](http://www.cambridgedentalhub.com)

## Our Complaints Policy

At The Cambridge Dental Hub we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

Feel free to ring and speak to Miss Samantha Singleton for an informal chat, as we want to sort out your complaint ASAP and to everybody's satisfaction. If Miss Samantha Singleton is not available when you call then we will take your contacts details and Miss Samantha Singleton will return your call when she is next available.

The person responsible for dealing with any complaint about the service which we provide is Miss Samantha Singleton, Complaints Manager. All complaints correspondence should be sent to Miss Sam Singleton.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Miss Samantha Singleton immediately. If Miss Samantha Singleton is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen.

The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

If the patient complains in writing the letter will be passed on immediately to Miss Samantha Singleton. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation. Proper and comprehensive records are kept of any complaint received.

All formal complaints must be put in writing and posted to the practice. We strongly suggest that all complaints correspondence is sent in writing and the letter is sent by recorded delivery to The Cambridge Dental Hub, 1 Brooke House, Kingsley Walk, Newmarket Road, Cambridge CB5 8TJ. The reason is that emails are not secure and also can sometimes be rejected as spam etc and thus we will not receive it even though it might appear that we did.

If the practice is not able to resolve a complaint, the patient is referred to:

1. The British Dental Health Foundation's Word of Mouth Advice Line on 0870333 1188
2. The General Dental Council complaints service 08456 120540

If patients are not satisfied with the result of our procedure then a complaint may be made to:

1. The Dental Complaints Service (08456 120 540)
2. The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body).
3. The Care Quality Commission (CQC), phone: 03000 616161, Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)