

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

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The Hub Dental Practice

780 South Fifth Street, Central Milton Keynes MK9 2FX

775 Witan Gate, Central Milton Keynes MK9 2FW

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Our Complaints Policy

We take complaints at our practices 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.

Our experience is that a written complaint allows the patients to express more clearly their problem and it allows us to be able to deal with it in a more thorough way and at the same time we will have a complete record of the complaint. It also means that we are better able to comply with GDPR confidentiality rules.

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 in writing to Miss Sam Singleton.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and invite them to write to Miss Samantha Singleton immediately.

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 14 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 either

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

Or

The Hub Dental Practice, 780 South Fifth Street, Central Milton Keynes MK9 2FX

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 01788 539780
2. The General Dental Council complaints service on 020 7167 6000

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

1. The Dental Complaints Service on 020 8253 0800
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