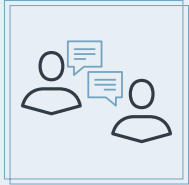

How to complain?

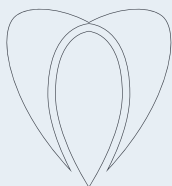
We welcome all feedback, both positive and negative, and we will approach your complaint as an opportunity to learn and improve our service in the future. We will not react defensively to your complaint and your confidentiality and access to our services will be protected.



You can raise your concern directly to any member of our team **verbally** in person or by **calling** the practice.



Alternatively, you can **email** or **write** to the practice manager directly.
All contact information can be requested from reception or our practice website.



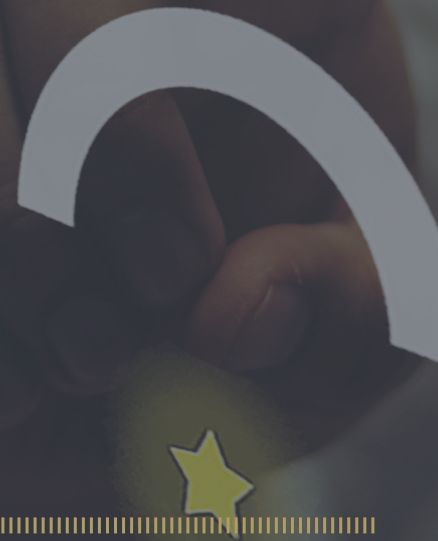
Should you prefer to contact Portman Dental Care directly you can do so by emailing complaints@portmandental.co.uk

PORTMAN dental care

portmandentalcare.com

PORTMAN
dental care

Feedback & complaints



At Portman Dental Care we pride ourselves on the high quality of care we provide our patients and we aim to look after you as we wish to be looked after ourselves. However, if you have any concerns or comments regarding your dental care which you wish to raise, we will address these as a matter of priority.

Complaining on 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 have to know that you have his or her permission to do so, (except where the patient is a minor and the person concerned has parental responsibilities).

Our core principals

- All of your feedback is important to us.
- We want to make it easy for you to raise a concern or complain, if you need to.
- We follow a complaints procedure and keep you informed.
- We will try to answer all your questions and any concerns you raise.
- We want you to have a positive experience of making a complaint.
- Your feedback helps us to improve our service.

Our commitment to you

We will take your complaint seriously and we will respect your confidentiality.



- ✔ We will acknowledge your complaint in writing within 2 working days.
- ✔ We will alert our complaints coordinator of your complaint.
- ✔ If your complaint is regarding clinical care, your complaint will be passed to the treating clinician in order for them to provide a response and resolution.
- ✔ We will aim to provide a response to your complaint in full within 10 working days.
- ✔ If there is a delay in providing you a response, we will provide an update on the progress of your complaint response within 10 days of receiving it.

Patient and Client Council

You can be supported throughout the complaints process by the Patient and Client Council (PCC), which can act as an advocate for you.

The PCC can be contacted at:

Freephone: 0800 917 0222

Web: complaints.pcc@hscni.net

Complaint overview body

The Regulation and Quality Improvement Authority, 9th Floor Riverside Tower, Lanyon Place, Belfast BT1 3BT

Tel: 02890 517500 | **Fax:** 02890 517501

Web: rqia.org.uk

Third Party Escalation

We hope that in all cases we would be able to resolve your complaints. If, however you remain unhappy with the resolution of your complaint, please contact us and will conduct an internal review. If after this you remain unhappy, you can contact a independent third party to review your complaint. The details of this are below:

Private patient

Dental complaints service (General Dental Council), 37 Wimpole Street, London W1G 8DQ
Tel: 020 8253 0800 (Monday - Friday 9am - 5pm)
Email: info@dentalcomplaints.org.uk
Online form: contactus.gdc-uk.org/dcs/Complaint/PrivatePatients

Denplan patient

The Head of Customer Services, Denplan Limited, Simplyhealth House, Victoria Road, Winchester SO23 7RG.
Email: customerrelations@denplan.co.uk

NHS patient

Health & Social Care Board, Complaints Office, 12-22 Linenhall Street, HSC Board Headquarters Belfast, BT2 8BS, Tel: 028 95363893,
Email: complaints.hscb@hscni.net
Website: hscboard.hscni.net/contacts/complaints-team/

Northern Ireland Public Services Ombudsman Progressive House, 33-37 Wellington Place, Belfast BT1 6HN
Tel: 02890 233821
Email: nipso.org.uk
Web: nipso.org.uk

