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## How to complain?

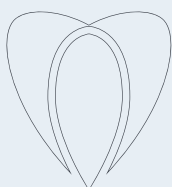
We welcome all feedback, both positive and negative, and we will approach your complaint as an opportunity to learn and improve our service in the future. We will not react defensively to your complaint and your confidentiality and access to our services will be protected.



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.



Should you prefer to contact Portman Dental Care directly you can do so by emailing [complaints@portmandental.co.uk](mailto:complaints@portmandental.co.uk)

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**PORTMAN** dental care

[portmandentalcare.com](http://portmandentalcare.com)

**PORTMAN**  
dental care

# Feedback & complaints



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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.

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## 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.

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## Our commitment to you

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

- ✔ We will acknowledge your complaint in writing within 3 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 20 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.



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## 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 Council Ireland, 57 Merrion Square, Dublin 2

**Tel:** 01 676 2226 | **Email:** [info@dentalcouncil.ie](mailto:info@dentalcouncil.ie)

**Web:** [dentalcouncil.ie](http://dentalcouncil.ie)

### Public patient

Complaints Officer

Your next point of contact for a complaint about a dental service should be the Complaints Officer for that service.

You should ask for the contact details of the Complaints Officer from the health centre or from your Local Health Office. You should be able to make your complaint in writing, in person or over the telephone.

The HSE has a complaints procedure called Your Service Your Say. You can expect an update on your complaint within 30 days.

### OR

You can make a complaint to the Ombudsman:

**Tel:** 01 639 5600 | **Email:** [info@ombudsman.ie](mailto:info@ombudsman.ie)

**Online complaint form:** Make a complaint online

**In writing:** Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2 D02 W773

**In person, at the Office:** 9.15am – 5.00pm (Mon – Fri)

### OR if the patient is a child

Office of the Ombudsman for Children Millennium House, 52-56 Great Strand Street, Dublin 1

**Tel:** 1800 202040 or 01 865 6800

**Email:** [oco@oco.ie](mailto:oco@oco.ie) | **Web:** [oco.ie](http://oco.ie)

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