

The principles of good feedback and complaints handling for dental patients were developed jointly by the following organisations:

Association of Dental Administrators and Managers
Association of Dental Groups
British Association of Dental Nurses
British Association of Dental Therapists
British Dental Association
British Orthodontic Society
British Society of Dental Hygiene and Therapy
Bupa Dental Care
Care Quality Commission
CFC Underwriting
CODE
Dental Complaints Service
DDU
Dental Protection
Dental Technologists Association
Department of Health and Social Care
General Dental Council
Health Education England
LDC Confederation
MDDUS
mydentist
NHS Digital
NHS England
Orthodontic National Group
Orthodontic Technicians Association
Parliamentary and Health Service Ombudsman
Simplyhealth
Society of British Dental Nurses

MAKING A COMPLAINT ABOUT DENTAL SERVICES



This leaflet sets out what you can expect from your dental team if you would like to provide feedback or raise an issue with us

This work was informed by the views of dental patients.

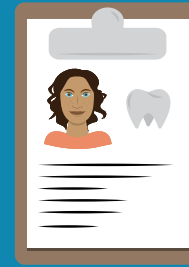


All of your feedback is important to us

All feedback is welcomed, such as what we did well, what we could do better, or any other feedback

We will use your feedback to help us improve, and we will show you how we have learned

You can use our complaints procedure to provide feedback. If you don't want to do this, speak to a member of staff



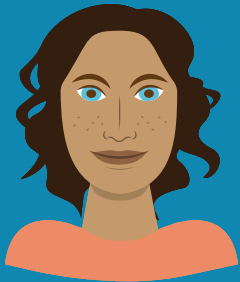
We will try to answer all your questions and any concerns you raise

It should be clear to you what happened, and why

Our response should be empathetic in tone and coordinated

We will deal with your complaint in the time we said we would

We want to make it easy for you to raise a concern or complain, if you need to



Information about our complaints procedure is easy to find, without you having to ask

You can write to us or tell us in person

We will take your complaint seriously

Our complaints information also tells you how to raise a complaint about us with another organisation



We want you to have a positive experience of making a complaint

You should feel we have followed a clear procedure in the time we said we would

You should not be treated differently if you complain

You understand how the outcome of your complaint was reached

You feel you could raise a complaint again if needed, and could recommend our procedure to others

You feel we have listened to you and have acted in a fair way

You know what further help is available if you are unhappy with the way we have handled your complaint



We follow a complaints procedure and keep you informed

We will tell you who is dealing with your complaint and when to expect a response

We will keep you informed of the progress of your complaint, including information on any delays

You should feel confident we are following our complaints procedure



Your feedback helps us to improve our service

We are learning all the time from your feedback and complaints

We show you how your feedback and complaints are listened to and acted upon

All members of our dental team are committed to improving the service we provide