

Our Complaints Policy

At Hebden Bridge Dental Care we aim to provide the highest levels of care and patient satisfaction.

However if you are unhappy with any aspect of your dental treatment then please contact us on 01422 843162 to discuss your concerns.

Practice Complaints Procedure

At Hebden Bridge Dental Care 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.

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 our mistakes and we respond to customer's concerns in a caring and sensitive way. This procedure is based on the following objectives:

1. The person responsible for dealing with any complaint about the service which we provide is Mrs Elaine Stafford, Practice Manager in conjunction with Mr David Wright, Principal Dentist.
2. If a patient complains on the telephone or at the reception desk, we will listen to their concerns and refer him or her to the Practice Manager immediately. If Mrs Stafford isn't available at the time, she will contact the patient as soon as she is able. Alternatively, arrangements will be made for a mutually convenient time. A member of staff will take brief details of the complaint and pass them on.
3. If the patient complains in writing the letter will be passed on immediately to Mr Wright.
4. 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.
5. 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.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.

7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedures then a complaint may be made to:
 - The Dental Complaints Services, Tel: 020 8253 0800 for complaints about private treatment.
 - The General Dental Council, 37, Wimpole Street, London, W1G 8DQ (the dental registration body) www.gdc-uk.org

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