

ICB

If you are unhappy with the treatment or service that you, a relative or someone you care for has received from your local NHS, you have the right to make a complaint and have it looked into, and to get a response.

As an NHS commissioner we are also responsible for assessing the needs of certain individuals and funding services to meet those needs. These include assessing Individual Funding Requests for certain clinical treatments not routinely offered by the NHS, and assessing the needs of those eligible to receive All Age Continuing Care support.

A service provided by a doctor, dentist, pharmacist or optometrist Please contact the provider directly in the first instance (eg GP practice).

If you would prefer not to approach the provider about the complaint, please contact:

Email: necsu.pccomplaints@nhs.net

Tel: 0191 512 8277

Post: Primary Care Complaints Team, North East and North Cumbria ICB, Riverside House, Goldcrest Way, Newburn Riverside Business Park, Newcastle upon Tyne, NE15 8NY

Complaints and the CQC

The CQC don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback for service providers.

To send feedback to the CQC about please go to:
<https://www.cqc.org.uk/give-feedback-on-care>

or Telephone: 03000 616161 Monday to Friday, 8.30am to 5.30pm Excluding bank holidays

FURTHER SUPPORT

Should you wish to make a direct complaint to NHS England please contact:

NHS England Customer Support Centre,
PO Box 16738,
Redditch.
B97 9PT,
Telephone: 03003112233 (Monday to Friday
8am to 6pm, excluding English Bank Holidays)
Email: England.contactus@nhs.net

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 15 4033
Email: www.ombudsman.org.uk

Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
Telephone: 0845 222 4141 or 020 7887 3800

General Dental Council
37 Wimpole Street
London
W1G 8DQ
Telephone: 0845 222 4141 or 020 7887 3800
Email: www.gdc-uk.org



COMPLAINTS POLICY AND PROCEDURE

Tel: 0191 388 8381

COMPLAINTS

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our services. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Complaint Handling Process

If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we will respond to your complaint within three working days, enabling us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaints should be addressed to Holly Lam - Complaints Manager, or Jonathan Lam - Deputy Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

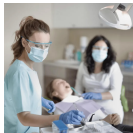
WHAT SHALL WE DO?

For complaints made to the practice;

- The person responsible for dealing with any complaints about the service is Holly Lam.
- If you wish to complain on the telephone or at the reception desk, we will listen to your complaint and offer to refer you to Holly or Jonathan Lam. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if you do not wish to wait to discuss the matter, arrangements will be made for someone to deal with it.
- If you wish to complain in writing the letter will be passed on immediately to Holly Lam.
- If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless you do not want this to happen
- We will acknowledge your complaint within three working days. You will be invited to discuss your concerns; we will seek to investigate the complaint within the agreed response period of the complaint being received to explain the circumstances which led to the complaint. If we are unable to investigate the complaint within this agreed time period, 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. This will be within 14 days of the complaint received
- Proper and comprehensive records are kept of any complaint received.
- Should you wish to make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers. It should also be within 12 months of the incident or when the complainant first discovered the problem.



Lam Dental Care welcomes all complaints; any patient that makes a complaint will not be adversely treated due to having complained. If you do not wish to complain directly to the Practice you can address your complaint directly to the relevant body.



COMPLAINING ON BEHALF OF SOMEONE ELSE.

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This does not affect your right to approach the ICB if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation.

Please, see next page for the local ICB contact information.