Complaints Policy and Procedures

and

Code of Practice for patients who wish to raise concerns

Complaints Policy

At Wedgwood House Dental Practice, we want to ensure that all our patients are pleased with their experience of our service. We take complaints very seriously indeed. If a patient makes a complaint, we will deal with the matter courteously and promptly and aim to resolve it as quickly as possible. Our complaints policy and procedures are based on these objectives.

We display the General Dental Council's 6 core principles to ensure we get the most from patient feedback and complaints for the benefit of all.

At our practice, we have an effective complaints system in place to ensure that identifying, receiving, recording, handling and responding to any comments, observations, concerns, or complaints occurs within a strict timetable that is clearly documented. Our Complaints Policy and Procedures and our Code of Practice for patients who wish to raise concerns or complaints are accessible to all patients and are located https://www.wedgwood-house.com/contact-us/complaints/.

We aim to ensure that any complainant is treated sensitively and in a manner that respects their human rights and diversity. We want all patients and visitors to feel confident that they will be listened to and responded to without fear of discrimination or recrimination.

We recognise that a complaint is any expression of dissatisfaction with our service, treatment or advice and that a complaint can be made by a variety of methods, including verbally, by sign language or in writing.

Complaints can be made in a way that meets the patient's communication needs. Information can be provided in alternative formats and reasonable adjustments made on request, including interpreter support where appropriate.

In situations where a patient may lack confidence to express their views or require help to do so, they will be supported by helpful team members. All patients' complaints are fully documented and investigated, and are dealt with fairly.

We view complaints as an opportunity to improve our service delivery and to learn lessons that will help us make changes with the intention of avoiding a repetition of any similar complaint.

To help us learn lessons from complaints, we track and analyse all our complaints to identify trends that will help us improve our service.

Complaints Lead

Our Complaints Lead is:Dr Jillian M Geaney

Job Title : Proprietor of Wedgwood House Dental Practice

Practice Email : jill.geaney@nhs.net

Practice Telephone Number : 01449 771 700

Practice Address : 100 Bury Street, Stowmarket, Suffolk, IP14 1HF

Our Complaints Lead is responsible and accountable for monitoring and reviewing our complaints procedures.

If a complaint relates to the person normally responsible for handling complaints, the complaint will be referred to Mr John F Geaney (practice manager) to ensure it is handled fairly and independently.

This policy was implemented on 12/10/2026.

This policy and relevant procedures will be reviewed annually or prior to this date in accordance with new guidance or legislative changes or as a result of learnings following a complaint.

Complaints Procedures

Verbal complaints

If a patient complains on the telephone, at the reception desk or anywhere else in our practice, we will listen sympathetically to their complaint and make notes about their issues or problems, having first checked that the patient consents to us doing this.

The person receiving the complaint will do everything possible to resolve the complaint immediately. If that is not possible, we will offer to refer the patient to the relevant responsible person immediately. If this person is not available at the time, the patient will be advised of when they will be able to speak to them, and arrangements will be made for this to happen.

If the patient has consented to their concerns or issues being written down, the written details will be passed to the relevant responsible person to ensure this person understands the complaint and the circumstances before speaking with the patient. If we cannot arrange this within a reasonable time period or if the patient does not wish to wait to discuss the matter, arrangements will be made for this to happen at a time multually convenient to the patient and complaint receiver.

Our aim in handling verbal complaints is always to try to resolve the issue to the patient’s satisfaction as quickly and effectively as possible so that it does not escalate or become a written complaint.

Written complaints

If a patient complains in writing, the letter will be passed on immediately to the Complaints Lead.

Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.

If a claim has begun, or if a complaint to one of the regulatory bodies has been made or intimated, advice and assistance should be sought from the relevant registrant’s indemnity provider.

We will acknowledge the complaint within 3 working days and offer to discuss with the complainant how the complaint will be handled and the likely timescale for response.

If the patient does not wish to meet us, we will attempt to discuss the complaint with them by telephone or another suitable method. If our response is delayed, we will explain the reason for the delay and keep the complainant informed of the likely timescale.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

Complaints Records

We will make and keep accurate, comprehensive records of any complaint received. Records of all complaints will be kept confidential, stored securely, and handled in line with UK GDPR and the Data Protection Act 2018.

The local integrated care board (ICB) is responsible for NHS dental services in that area. If an NHS patient does not wish to make a complaint directly to the practice, they can contact the local integrated care board (ICB) instead. If the patient continues to feel unhappy about the way their complaint has been handled, either by the dental practice or the ICB, they can contact the Parliamentary and Health Service Ombudsman (PHSO). NHS patients cannot complain to the ICB and the practice; they must choose one or the other.

Escalation Procedures

If patients are not satisfied with the result of our procedure, the complaint can be escalated. The route of escalation depends on the nature of the complaint and whether it is about treatment that was provided under the NHS or privately.

For complaints about NHS treatment:

Local Integrated Care Board (ICB): Norfolk and Suffolk ICB. NSICB.Complaints@nhs.net

https://www.nhs.uk/nhs-services/find-your-local-integrated-care-board/

Parliamentary and Health Service Ombudsman (PHSO) for NHS patients in England

0345 015 4033

Visit the Parliamentary and Health Service Ombudsman website and use the online complaint form.

For complaints about private treatment

The Dental Complaints Service for complaints about private treatment.

Address: 37 Wimpole Street, London W1G 8DQ

Phone: 020 8253 0800

Email: info@dentalcomplaints.org.uk

For serious concerns about a professional's fitness to practise

The General Dental Council

Address: 37 Wimpole Street, London, W1G 8DQ

Phone: 020 7167 6000

Email: standards@gdc-uk.org

For concerns about quality and safety, rather than individual complaint resolution

The Care Quality Commission

Address: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Phone: 03000 616161

Email: enquiries@cqc.org.uk

Code of Practice

For patients who wish to raise concerns

In Wedgwood House Dental Practice, we place great emphasis on meeting and, whenever possible, exceeding our patients' expectations. We try to ensure that all patients are pleased with their experience of our service, and we take any concerns our patients may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all we can to resolve your concern promptly and professionally.

We always aim to respond to your concerns sensitively and in a caring manner.

Our Complaints Lead Dr Jillian M Geaney is responsible for dealing with any concerns about the service we provide in this practice.

If you raise an issue about a concern on the telephone or at the reception desk, after listening to a description of the problem, the person with whom you raise your concern will try to resolve the issue to your satisfaction immediately.

If the person with whom you raise your concern is unable to resolve the issue immediately for any reason, we will



contact our Complaints Lead. Should they be unavailable at the time, or you do not wish to wait to speak with them, we will advise you when they will be available, and arrangements will be made for you to meet or speak with them.

If, for any reason, our Complaints Lead is unable to meet you, or speak with you at a time convenient for you, we will arrange for another relevant person to take responsibility for dealing with your concern or complaint.

The team member with whom you first raised your concern will take brief details from you and pass these to our Complaints Lead or the relevant clinician if it is a complaint about clinical treatment, so that they can familiarise themselves with your concern before meeting or speaking with you.

If you choose to write to us to express your concern rather than raising it verbally, your letter or email will be passed to the relevant person immediately.

We will acknowledge any concerns you raise in writing within 3 working days. We will also include a copy of this Code of Practice with our response.

We will investigate your concern or complaint and aim to report back within 10 working days, where possible. If we are unable to complete our investigation within that time, we will explain the reason for the delay and tell you when you can expect our response.

We will confirm the outcome of the investigation and any decisions made in writing.

We will keep proper and comprehensive records of any concerns or complaints received. Records of all complaints will be kept confidential, stored securely, and handled in line with UK GDPR and the Data Protection Act 2018

We will do all we can to resolve your issue, concern or complaint to your satisfaction. If, for any reason, you are not satisfied with the outcome or the procedure, there are other avenues open to you for raising concerns.

For complaints about NHS treatment

NHS complaints should normally be made within 12 months of the event, or of becoming aware of it, subject to discretion to investigate later complaints where appropriate.

Local Integrated Care Board (ICB): Norfolk and Suffolk.

https://www.nhs.uk/nhs-services/find-your-local-integrated-care-board/

Parliamentary and Health Service Ombudsman (PHSO) for NHS patients in England

0345 015 4033

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