

As a learning organisation
we consider all feedback
from our patients,
whether positive or negative.

Your comments will
help us to continuously
improve our services.

If you should have a complaint
or suggestion. This may be
expressed verbally, in writing,
by email or on the phone.

All complaints are taken very
seriously and we do our best to
resolve all patients' concerns.

Mr Talbot will personally address all
complaints and send an acknowledgement
in writing within 3 working days.

If patients are not satisfied with the result of our
procedure then a complaint may be made to:

THE DENTAL COMPLAINTS SERVICE
The Lansdowne Building
2 Lansdowne Road, Croydon
Greater London CR9 2ER

t: 08456 120 540
e: info@dentalcomplaints.org.uk
w: <http://dentalcomplaints.org.uk>

Do you wish to make a suggestion or complaint?

You can complete a form in your own time by
taking a complaints form available in the lounge.

Call **01225 426 222** today or you can
read the new blog at <http://tobytalbot.co.uk>

web: <http://talbotclinic.co.uk>

email: enquire@talbotclinic.co.uk

The TALBOT CLINIC (available for 24hr *emergencies*)

phone: 01225 **426 222**

24hr: 07802 **760 780**

Tasburgh House, Warminster Road, BATH BA2 6SH

Dedicated to patient care and educating the public about dentistry

In this clinic 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. This procedure is based on these objectives.

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 every mistake that we make and we respond to patients' concerns in a caring and sensitive way. The person responsible for dealing with any complaint about the service which we provide is Mr. Toby Talbot, our Complaints Manager.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. 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 the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

If the patient complains in writing the letter will be passed on immediately to the Complaints Manager.

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.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

Code of Practice for Patient Complaints

We will seek to investigate the complaint within 10 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 10 working days 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.

Proper and comprehensive records are kept of any complaint received.

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For complaints about professional misconduct patients may contact:

THE GENERAL DENTAL COUNCIL
37 Wimpole Street
London W1M 8DQ

t: **0845 222 4141**
e: **information@gdc-uk.org**
w: **http://gdc-uk.org**

Do you wish to make a suggestion or complaint? You can complete the form on the other side.

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