

**DENTAL SOLUTIONS**  
**161, Ilford Lane, Ilford, Essex, IG1 2RR**

**COMPLAINTS POLICY**

We are committed to providing a high quality service to all our patients, but if something goes wrong we need to know. This will help us learn from our mistakes and improve our standards.

**OUR GOAL:**

**We hope to be able to resolve your complaint simply, quickly, fairly and confidentially.**

If you are dissatisfied with any aspect of our services or with the treatment you have received, the people you can contact are,

**OUR COMPLAINTS MANAGER: Ms Dhivya Kumar OR**

**OUR PRINCIPAL: Dr Hinesh Shah**

**If you have a complaint,**

Approach the receptionist. If possible she will sort it out for you. If the receptionist is unable to resolve the problem she will ask our complaints manager to get in touch with you.

Alternatively, you could put the complaint down in writing or speak to the complaints manager yourself.

If, for some reason, we cannot resolve the problem immediately, we will give you a copy of our complaints policy outlining our complaints procedure.

If your complaint is not resolved within 1 working day, a record will be kept at the practice- a copy of which will be sent to you.

The complaints manager will contact you as soon as possible. If it is not possible to contact you immediately, we will acknowledge your complaint within 3 working days.

If required we will meet with you and discuss the complaint with the relevant staff. We will keep you informed at every step along with the timescale for completing the process.

We will try to resolve your complaint as soon as possible and no later than 6 months.

We will send you a detailed report which will include an explanation of how the complaint was considered, the conclusions reached, including any remedial action needed.

At the end of this stage if you are unhappy with the outcome of your complaint, we will be happy to give you the details of NHS England/ Health Service Ombudsman.

**Aggressive and abusive behaviour to staff will not be tolerated and will result in immediate removal from the practice register.**

**PRIVATE PATIENTS – DENTAL COMPLAINTS**

**THE DENTAL COMPLAINT SERVICE**

**TEL:** 08456 120 540

Monday to Friday 9am to 5pm, excluding Bank Holidays

**ADDRESS:**

The Dental Complaint Service  
The Lansdowne Building  
2 Lansdowne Road  
Croydon  
CR 9 2ER

**EMAIL:** [Info@dentalcomplaints.co.uk](mailto:Info@dentalcomplaints.co.uk)

**NHS PATIENTS –COMPLAINTS**

**NHS ENGLAND**

**TEL: 0300 311 22 33**

Monday to Friday 8am to 6pm, excluding Bank Holidays

**ADDRESS:**

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

**EMAIL:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please state: 'For the attention of the complaints team' in the subject line.

**IF YOU ARE STILL UNHAPPY WITH THE OUTCOME OF YOUR COMPLAINT:**

**PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN**

**TEL:** 03450154033

**WRITE:**

Millbank Tower,  
Millbank  
London  
SW1P 4QP

**EMAIL:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)