



Complaint Procedure

How to make a complaint about our dental services.

This leaflet explains briefly what you need to do to make a complaint about the Smile Welling dental practice.

This includes all members of our team, the care you receive and the premises we provide.

Who can make a complaint?

Anyone can make a complaint about the services provided.

If you feel strongly about something it is important that you are offered the opportunity to have your voice heard.

To whom should I complain?

Whenever possible you should tell someone close to the cause of your complaint, for example your dentist, a nurse or receptionist.

Our complaint manager is our Practice Manager Akriti Rimal Aryal.

It is often possible to sort out the problem straight away as it may be due to a misunderstanding.

If the problem cannot be addressed with the person closest to the problem, you can be referred to our Complaint Manager/Practice Manager if available at that time. If this is not possible an appointment will be made with them at a mutually convenient time.

This part of the procedure is called "local resolution".

This depends on the problem. Many complaints can be resolved at the time of making them, whilst others may take a matter of days. However, if further investigation is needed it is best to put your complaint in writing and address it to

This depends on the problem. Many complaints can be resolved at the time of making them, whilst others may take a matter of days. However, if further investigation is needed it is best to put your complaint in writing and address it to:

The Practice Manager
Smile Welling Dental Care
184 Upper Wickham Lane
Welling
Kent DA16 3EB
smile@smilewelling.com

You will receive an acknowledgement within three days.
The matter will then be discussed between the Practice Owner or Practice manager and any team members involved.
You should expect to receive a full reply within three weeks.

What if local resolution doesn't work?

If you are unhappy with the response to your complaint, you may like to contact:

NHS England
PO Box 16738
Redditch
B97 9PT
03003112233

england.contactus@nhs.net

If you are unhappy with the way the practice has addressed your complaint you do have the right to complain to the Ombudsman. The contact details for the Ombudsman are:

The Parliamentary and Health Service Ombudsman
Citygate
Mosley Street
Manchester
M2 3HQ

Email phso.enquiries@ombudsman.org.uk

Tel 0345 015 4033

www.ombudsman.org.uk

