

Complaints Policy

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in the future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact the practice:

- By telephone: 0151 295 9870
- By email: hampton.dental@nhs.net
- By letter: Hampton Dental Care, 2nd Floor, 28 Argyle Street. Liverpool. L1 5DL
- In person.

We ask that you provide details of your complaint so that we can gather any useful information before responding.

Resolving a complaint

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this. We will investigate your complaint within 6 months. When we have completed our investigation, we will provide you with a written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached, details of any remedial action we have taken and whether further action is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

For complaints about NHS treatment:

Contact NHS England:

By post:
NHS England
PO Box 16738
Redditch
B97 9PT

By email: england.contactus@nhs.net

By telephone: 0300 311 22 33



For complaints about private treatment:

Contact the Dental Complaints Service:

By post:
Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ

By telephone: 020 8253 0800