

Complaints Procedure for Synergy Clinic Patients

We are sorry that you feel that we have let you down and that you wish to make a complaint against us.

How To Complain

We take all complaints extremely seriously and always aim to learn from them. We undertake to thoroughly investigate the circumstances that have led to your complaint and resolve it to your satisfaction as quickly as possible.

We aim to acknowledge receipt of your complaint within seven working days.

A verbal complaint resolved to your satisfaction does not need to go through the formal complaints procedure, but a record of the complaint and outcome will be recorded. If you are not satisfied with the result of a verbal complaint then the complaint will enter our formal complaints procedure.

Mr Jaymish Patel, the complaints Officer, will investigate your complaint and he will endeavour to reply to you with his findings within 14 working days.

Sometimes the nature of the complaint will result in us seeking advice from our indemnity provider, and this may delay the time it takes to reply to you. When this is necessary, we will aim to relay this information to you and give you some idea of the revised timings

All complaints will be handled confidentially and all our correspondence will be marked "Personal or Private & Confidential" and sent by first class post. If you are happy to correspond via email then we can do this.

All our staff is aware and understands the "GDC Principles of complaint handling"

It is our aim to resolve the majority of claims in house and to your satisfaction.

- Therefore, we would welcome hearing from you at the practice as to the nature of your concerns, to give us the opportunity to resolve the matter to your satisfaction
- If you would prefer to do so, private patients can complain to the "Dental Complaints Service". Patients are expected to raise their complaints with the Practice before going to the DCS.
- You may also wish to consult with the CAB for advice.

Further Information and addresses

Dental Complaints Service

Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
0208 253 0800
info@dentalcomplaints.org.uk

General Dental Council

37 Wimpole Street
London
W1G 8DQ