

Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

If you do not feel you can raise a complaint about your service directly to us, you can address your complaint directly to the GDC. The General Dental Council is responsible for regulating all dental professionals. You can complain using their form at www.gdc-uk.org, contact them on information@gdc-org.uk or by calling 020 716 76000.

Jade Upmalis is the Complaints Manager and will be your personal contact to assist you with any complaints. We aim to respond to verbal complaints within 24 hours, but if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing as soon as practical.

You can send your complaints to Street Lane Dental & Implant Clinic, 359 Street Lane, Leeds, LS17 6RU, call us on 0113 268 2500, or email the Complaints Manager on jade@streetlanedentalimplants.co.uk

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for them to contact you as soon as is practical. We will keep comprehensive and confidential records of your complaint, which will be stored securely and will only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the complaints manager will contact you at least every 10 working days to keep you informed of the reason of any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You may also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and improve our services. That's why we always welcome your feedback, comments, suggestions, and complaints. If you are dissatisfied with our response to a complaint, you can take the matter further, please see the contacts below.

Contacts

If you are still unhappy about your complaint, you can contact the parliamentary and health service ombudsman by calling 0345 015 4033 or by visiting www.ombudsman.org.uk