



WATERSIDE DENTAL COLERAINE

COMPLAINTS PROCESS

At Waterside Dental, we aim to ensure all our patients receive excellent standards of treatment and care. In situations where a Patient is dissatisfied with any aspect of their treatment or our service, we adopt the following process to ensure that formal complaints are handled professionally and promptly, and resolved by us as quickly as possible.

We operate a procedure for handling complaints that is in compliance both the HSC complaints procedure and also with the Independent Healthcare Regulations (NI)2005.

What to do if you have a complaint:

Speak with or write to our Complaints Officer Natasha McVicker (Tel 02870342934) or email info@watersidedentalsurgery.com.

The Complaints Officer will take some details from you. Depending upon the nature of your complaint, she may be able to provide clarification, or it may be more appropriate to refer your complaint to your treating Clinician.

If the complaint is on behalf of another person, we will require the written consent of the patient to liaise with you on the matter.

The Complaints Officer will acknowledge your complaint by email **within 2 working days**, and will aim to have investigated the complaint within **10 working days** of the complaint being raised.

If there is likely to be any delay in the investigation, you will be kept informed.

What we will do:

- Identify what happened, and what, if anything, went wrong
- Provide clarification if the complaint relates to Practice policies or processes.
- Provide you with an opportunity to discuss treatment concerns with the Clinician who treated you, if the complaint involves treatment received.
- Ensure that you receive a full explanation of the outcome of your complaint and an apology where appropriate.
- Take remedial action, where appropriate.
- Identify learning from the Complaint to enable us to improve.



If you are not satisfied with the outcome and our actions to resolve the matter, you may contact any of the following bodies:

NHS Treatment The Complaints Officer
SPPG Northern Trust
12-22 Linenhall Street
Belfast BT2 8BS
complaints@sppg@hscni.net
Tel: 02895363893

Private Treatment The NI Commission for Complaints
Freepost BEL 1478
Belfast BT1 6BR
Tel: 0800 343424
ombudsman@ni-ombudsman.org.uk

The General Dental Complaints Service
General Dental Council
37 Wimpole Street
London W1G 8DQ
Tel: 0207 887 3800 or 0845 222 4141
Website: www.gdc-uk.org

Any patient with a concern about any part of Health & Social Care

Patient & Client Council
4 Wellington Court
Ballymena BT43 6EQ
Tel: 0800 917 0222
Info@pcc-ni.net
Freepost: Patient & Client Council

Waterside Dental Surgery is regulated by and registered with:

The Regulation & Quality Improvement Authority
James House
2-4 Cromac Avenue
Belfast BT7 2JA
info@rqia.org.uk
Tel 02890 517500



Financial Ombudsman Service rights

Financial Ombudsman

<https://www.financial-ombudsman.org.uk>

complaint.info@financial-ombudsman.org.uk

Call the helpline on 0800 02304567. If you are dissatisfied with our response and your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found on www.financial-ombudsman.org.uk