

Camden Dental High Street Practice

0207 388 6108

Complaints

Complaints;

Are taken very seriously in this Practice and we try to ensure that all patients are pleased with our service. Problems and misunderstandings occur from time to time, however, but please be assured every effort will be made to resolve things as a matter of urgency.

A code of practice for handling complaints is detailed below and we hope you will find it acceptable.

Our aim is to react to complaints in the same way that we would want our own complaint handled.

We hope to learn from every case and to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint is Dr Mohsen Mobasseri, When a patient complains on the telephone or at the reception desk we will listen and the member of staff present will note brief details of the complaint and pass them to Dr Mohsen Mobasseri.

All complaints will be acknowledged by telephone within 2 working days if possible. You will be invited to attend for an informal meeting to discuss the matter.

Following the meeting, or in the event of your not wishing to meet, we will seek to investigate the complaint and respond in writing within 10 working days.

Proper and comprehensive records are kept of any complaint received.

Alternatively you can contact:

NHS Camden, Patient Support Service, St Pancras Hospital, 4 St Pancras Way, London, NW1 0PE Tel: 020 3317 3003

If your complaint concerns private treatment you may wish to contact The Dental Complaints Service, The Lansdowne Building,
2 Lansdowne Road, Croydon, CR9 2ER
Tel: 08456 120 540 www.dentalcomplaints.org.uk

Patients who remain unhappy after local resolution is complete may request a review of their complaint by the Ombudsman. (The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP, telephone 0345 015 4033.)