



# The Bruton Dental Practice

## Code of practice for handling patient complaints

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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 work out how we can improve to ensure that we meet your expectations in future. Our aim is to develop from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints considerately 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 Alison Wharton or Andrew Keeling:

- By telephone on 01749 812461
- By email at [alison@brutondental.co.uk](mailto:alison@brutondental.co.uk) or [reception@brutondental.co.uk](mailto:reception@brutondental.co.uk)
- By letter addressed to either Andrew Keeling or Alison Wharton at The Bruton Dental Practice Ltd, Uphills, Bruton, Somerset, BA10 0ES
- In person.

Alison Wharton usually works at The Bruton Dental Practice Monday to Friday, with Andrew Keeling usually being here on Mondays, Thursdays and occasionally on a Wednesday, they will attempt to be available to you during these times. You may find it more convenient to make an appointment with them to ensure that they can dedicate sufficient time to discuss everything with you.

If you contact the practice to make a complaint and Andrew Keeling or Alison Wharton are not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that they can gather any useful information before contacting you. You will be given a copy of the notes made.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

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 acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.

Andrew Keeling BDS and Associates  
Uphills, BRUTON, Somerset BA10 0ES  
[www.brutondental.co.uk](http://www.brutondental.co.uk)  
Telephone: 01749 812461 E-mail: [reception@brutondental.co.uk](mailto:reception@brutondental.co.uk)  
The Bruton Dental Practice Ltd, Registered in Cardiff No.06842122  
Finance governed by the FCA



## The Bruton Dental Practice

### Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters, e-mail or face-to-face. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint within six months and, as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed the investigation, we will provide you with a full 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 for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

### Records

We will 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:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP  
(0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

For complaints on Private treatment:

The Dental Complaints Service – 020 8253 0800 or <https://dcs.gdc-uk.org/>

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