

MINT

DENTAL HYGIENE

Complaints Statement

It is important that dental patients give feedback about their experiences, so that services know what they are doing well and where they can improve.

If you are not happy with the treatment or service you have had, it is usually best to tell the practice directly that you're unhappy, and give them a chance to put things right. They may be able to sort out the problem there and then.

If you do need to make a more formal complaint to the practice, ask for a copy of the policy that explains what you need to do.

Private dental hygiene treatment

1. The quickest and simplest way to resolve the problem is to contact the practice, who may be able to sort it out there and then.

If an informal approach doesn't solve the problem, a copy of the practice's complaints procedure should be available to you, without you having to ask. Any private dental practice must have one.

2. If you have already made a formal approach to the practice, and the problem has not been resolved, you can contact the Dental Complaints Service (DCS).

The DCS provides a free and impartial service to help private dental patients and dental professionals to resolve complaints about private dental care fairly and efficiently.

The DCS can assist with your complaint if you would like an apology, a refund or a contribution towards the cost of further treatment. They cannot deal with claims for compensation.

If you have safety concerns about a hygienist.

If the problem is so serious that you think the dental professional could be a risk to other patients, you should contact the General Dental Council (GDC), which regulates dental professionals in the UK. If the issue is serious enough, the GDC can stop individual dentists from practising. The GDC does not get involved in complaints that are being managed locally but will continue to investigate the conduct of the dental professional if necessary whilst local resolution is being sought. It does not resolve complaints or award compensation.

If the problem is so serious that you think the care provided at the practice could be a risk to other patients, the Care Quality Commission (CQC) would like to know about it. CQC cannot investigate individual complaints, but its inspectors use information when they inspect services to make sure that they are meeting quality and safety standards.

Where to get help with your complaint

If you need further advice, you can contact Citizens Advice also provides information and advice about making complaints.

DCS- dental complaints service

Dental Complaints Service

37 Wimpole Street

London

W1G 8DQ

Tel- 020 8253 0800

GDC- General Dental Council

37 Wimpole Street, London, W1G 8DQ

Tel 02071676000

CQC- enquiries@cqc.org.uk

Tel -03000 616161