



### **Practice Complaints Policy**

We aim to deal with complaints promptly, courteously and efficiently.  
All complaints will be taken seriously and dealt with as follows;

- 1) The person who deals with complaints in the practice is Mark Skimming
- 2) If the complaint is verbal the details will be listened to and either referred immediately to the complaints officer in an attempt to resolve immediately. If this is not possible details will be taken and arrangements made to reply as soon as possible.
- 3) If the complaint is in writing this will be dealt with by the complaints officer.
- 4) The letter will be acknowledged within two working days and copy of this policy enclosed.
- 5) The complaint will be investigated fully and we will attempt to reply within 10 working days. It may necessary to arrange a meeting with the patient to fully understand the circumstances.
- 6) Complaints involving clinical care will be referred to the dentist involved unless the patient does not want this.
- 7) We will confirm the decision about the complaint in writing on completion.
- 8) Comprehensive records of all complaints will be retained.
- 9) If patients are not satisfied with our procedure then they can complain to

**Ward 3  
Dykebar Hospital  
Grahamston Road  
Paisley PA2 7DE.**



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any queries please email us [info@dentistryonthesquare.co.uk](mailto:info@dentistryonthesquare.co.uk)

OPENING HOURS: Monday 9am-9pm Tuesday 9am-6pm Wednesday 9am-6pm Thursday 9am-6pm Friday 9am-1pm Saturday 9am-1pm

Did you know you can save 20% on all private treatment by joining our practice care plan?