

Patient Complaints Procedure

How you make a complaint about primary care services changed on 1 July 2023

You have the right to make a complaint about any aspect of NHS care, treatment or service, this is written into the NHS Constitution on GOV.UK.

From 1 July 2023 the way you make a complaint about primary care services to the commissioner changed.

There are two ways you can make a complaint:

- You can make a complaint about the service you received at our practice directly to us. To do this please contact reception who will be able to assist you with your complaint.
- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

Akmal Hussain is the Complaints Manager and will be your personal contact to assist you with any complaints. We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical, this will be agreed with you dependent on the nature of the complaint.

You can send your complaints to 27-29a Lichfield Street, Bilston, WV14 0AJ, call us on 01902 491539 or email the Complaints Manager on reception@churchstreetdentalcare.co.uk

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a discussion when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below. If you are dissatisfied with our response to a complaint you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see the contact details below.

Contacts

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner, you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:

Telephone: 0300 0120 281

Email: bcicb.time2talk@nhs.net

Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

If you want to make a complaint directly to the provider of the primary care service, you still can – that does **not** change on the 1 July 2023.

Please see the Black Country ICB Compliments, concerns and complaints leaflet [here](#).

Ongoing complaints

If you have an ongoing complaint placed on or after 1 July 2022, you will receive a letter from NHS England informing you that the Black Country ICB is now handling your complaint, this will include confirmation of your case handler.

If you have an ongoing complaint placed before 1 July 2022, you will receive a letter from NHS England informing you that your complaint is being retained by NHS England, this will include confirmation of your case handler.

