

If you are a Private patient and unhappy with your experience for any reason, you can raise a concern or make a complaint to:

#### **Dental Complaints Service**

Address: Dental Complaints Service, Stephenson House,  
2 Cherry Orchard Road, Croydon, CR0 6BA  
Telephone: 0208 253 0800  
Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)  
Website: [www.dcs.gdc-uk.org](http://www.dcs.gdc-uk.org)

#### **General Dental Council**

Address: 37 Wimpole Street, London, W1M 8DQ  
Telephone: 0207 167 6000  
Website: [www.gdc-uk.org](http://www.gdc-uk.org)

You can contact the Care Quality Commission to inform them about the complaint that has been raised:

#### **Care Quality Commission**

Address: National Customer Service Centre, Citygate, Gallowgate,  
Newcastle upon Tyne, NE1 4PA  
Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

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### **Practice Contact Details**

#### **Lancing Dental Practice**

63 South Street  
Lancing  
West Sussex  
BN15 8AP  
01903 752228

[info@lancingdentalpractice.co.uk](mailto:info@lancingdentalpractice.co.uk)  
[www.lancingdentalpractice.co.uk](http://www.lancingdentalpractice.co.uk)

# Lancing Dental Practice



## How to make a Complaint

**Dr Keval Shah BDS**  
Principal Dentist

**Hina Shah Chartered MCIPD**  
Practice/Complaints Manager

February 2017

## PRACTICE COMPLAINTS PROCEDURE

Our goal is to give the best possible service to all our patients. However, we understand that patients sometimes may wish to bring a matter to our attention.

We take all complaints we receive seriously and aim to resolve all our patients' concerns promptly.

If you wish to raise a concern, please contact Hina Shah, our Complaints Manager, either in person, in writing, by telephone or by email at:

**Address:** **Lancing Dental Practice**, 63 South Street, Lancing,  
West Sussex, BN15 8AP  
**Telephone:** 01903 752228  
**Email:** [info@lancingdentalpractice.co.uk](mailto:info@lancingdentalpractice.co.uk)

Hina will initially acknowledge your complaint within 3 working days. She will then conduct a thorough investigation, and, if appropriate, may invite you to a meeting to resolve the situation.

Following the investigation, and/or meeting, she will provide a written response within 6 months, explaining how the complaint was considered and the conclusions reached.

If there is a delay in responding, she will write to advise you, explaining the reason for the delay and a likely period within which the investigation will be completed and an outcome issued.

If you are an NHS patient and your complaint is still unresolved, contact the Complaints Team at NHS England either in writing, by telephone or email:

**Address:** NHS England, PO Box 16738, Redditch B97 9PT  
**Telephone:** 0300 311 22 33  
**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
**Opening Hours:** 8am – 6pm Monday – Friday, except on Wednesdays  
when they open at 9.30am

Further information on the NHS complaints procedure is available at [www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/](http://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/)

## Parliamentary and Health Service Ombudsman

If you are still unhappy with the decision, then you may contact the Parliamentary and Health Service Ombudsman to review your complaint. The Ombudsman's contact details are:

**Address:** Millbank Tower, Millbank, London SW1P 4QP  
**Telephone:** 0345 015 4033  
**Textphone:** 0300 061 4298  
**Text:** By texting 'call back' with your name and mobile number to 07624 813 005  
**Online:** complete an online form at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

You must contact the Ombudsman within 12 months of the incident or when you first became aware of the issue.

## Patient Advisory Liaison Service

You can also obtain help from the Patient Advisory Liaison Service (PALS). The PALS team will support you in making a complaint and guide you through the complaint process.

The nearest PALS to the Practice is at:

**Address:** Worthing Hospital, Lyndhurst Road, Worthing, BN11 2DH  
**Telephone:** 01903 285 032

## Independent Health Complaints Advocacy Service

If you feel you want help and support in raising your concerns, you can contact the Independent Health Complaints Advocacy Service (IHCAS). They are a free, impartial service who will be able to provide you practical support and assistance in making a complaint.

**Address:** Office – Healthwatch West Sussex, Billingshurst Community Centre, Roman Way, Billingshurst, RH14 9QW  
**Telephone:** 0300 012 0122  
**Email:** [www.healthwatchwestsussex.co.uk/](http://www.healthwatchwestsussex.co.uk/)