Goodwin & Associates
Dental Practice
57 Kirkgate Cockermouth Cumbria CA13 9PH
Tel: 01900 823467 Email reception.goodwins@btconnect.com
Website: goodwindentalpractice.co.uk

Code of Practice for Patient Complaints

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives:

- If are you are unhappy at the reception desk or on the telephone, we will listen to your query and try to resolve this for you. However if this is not possible, the member of staff will take brief details of your complaint, before referring to Kath Armstrong, our Practice Manager.

- If your complaint is in writing the letter will be passed on immediately to Kath.

- If a complaint is about any aspect of clinical care or associated charges, Kath will usually refer the issue to Mrs Goodwin and/or the relevant dentist.

- Complaints not resolved at the time, will receive a written acknowledgement, usually within five working days. We will investigate the complaint as soon as possible, giving an explanation of the circumstances which led to the complaint.

- We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.

- Proper and comprehensive records are kept of any complaint received.

- Should a patient make a complaint, the practice may need to provide information about the patient and the treatment they have received to insurers and legal advisors.

- If you are not satisfied with the results of our procedure then a complaint may be made to: NHS England Their contact details are: "For the attention of the complaints manager" National Patients Complaints, NHS England, PO Box 16728, REDDITCH, B97 9PT.
  Tel. 0300 311 2233, E-mail: england.contactus@nhs.net

  You may also like to contact the General Dental Council for more advice.
  General Dental Council
  37 Wimpole Street
  London
  W1M 8DQ
  Tel. 020 7887 3800, E-mail: Complaints@gdc-uk.org