



Polwarth Dental Clinic

clinical excellence • personal care

COMPLAINTS PROCEDURE

If you have a complaint or concern about the services you have received from the dentist or the staff working in this practice, please let us know. Our complaints system adheres to national criteria.

How to complain:

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints about the treatment you received should be made to Dr MacEachen. Alternatively, you may ask for an appointment with the receptionist in order to discuss your concerns. They will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What we shall do:

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation or offer a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this
- Ensure you received an apology, where this is appropriate

- Identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else:

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

Complaining to Lothian Primary Care NHS Trust

We hope that, if you have a problem, you will make a use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to the Primary Care NHS Trust, if you feel you can not raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish any further advice you should contact Lothian Primary Care NHS Trust's Complaints Adviser:

Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
Tel. **0131 275 6001**

You may also like to contact the Local Health Council for help- their address and telephone number are as follows:

Lothian Health Council
21 Torphichen Street
Edinburgh EH3 8HX
Tel. **0131 229 6605**

If you are still unhappy with the outcomes of their complaint or the way in which it has been handled they may then request an investigation by the Scottish Public Services Ombudsman:

Scottish Public Services
Ombudsman
23 Walker Street
Edinburgh, EH3 7HX

The Ombudsman will normally only look at a complaint if it has been through the practice procedure and the Independent Review Stage.