

## **Practice 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 Xandra MacEachen 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 Healthcare Improvement Scotland**

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 Health Improvement Scotland 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 Independent Healthcare Services Team at Healthcare Improvement Scotland.

Complaints can be made to:

Programme Manager  
Independent Healthcare Services Team  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh

EH12 9EB

Tel: 0131 623 4342 (10am-2pm, Monday to Friday)

Email: [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)

If you are still unhappy with the outcomes of their complaint or the way in which it has been handled, you may then request an investigation by the Dental Complaints Service:

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ

Telephone: 020 8253 0800 (Monday – Friday, 9am – 5pm)

**Reviewed April 2021**