

## Patient Complaints Procedure

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; we investigate 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. 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.

### Treatment Related Complaints

The Complaints Manager is: Avron Goss.

The Complaints Manager will be your personal contact to assist you with any complaints.

Formal complaints must be made in writing. You can do this in the following ways:

- Email: [info@thedenturepractice.com](mailto:info@thedenturepractice.com)
- Letter: The Denture Practice, 6 St Georges Parade, Wolverhampton, WV2 1BA

If you need to speak to the Complaints Manager please call 01902902114.

The Complaints Manager will aim to provide a full response in writing usually within 10 working days.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only by those who need to know about your complaint. Once we have read through your complaint, you will be informed of its outcome in writing.

We will discuss the results and any practical solutions that we can offer to you. These solutions could include remaking dentures, refunding monies paid, referring you to a GDP / specialist for a second opinion 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 it further, please see the contacts below.

For private dental treatment 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 by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk). You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-org.uk](mailto:information@gdc-org.uk) or by calling 020 7167 6000.

## Financial Services Regulated Activity Complaints

### **Regulated activity complaints:**

If your complaint is regarding a regulated consumer credit contract and the way you were sold finance, please be aware that as an appointed representative we will forward your complaint to the principal firm Citrus Compliance, who will handle and manage your complaint directly and in accordance with FCA regulations.

The Principal Firm Citrus Compliance can be contacted using the following methods:

Tel: 0800 688 9934

Email: [admin@citruscompliance.co.uk](mailto:admin@citruscompliance.co.uk)

Writing: Citrus Compliance, Watermoor Point, Watermoor Road, Cirencester, GL7 1LF

### **What to do if you are not happy with the decision?**

If you have a regulated consumer credit contract arranged by us and are not satisfied with the final response, you may be eligible to refer the matter to the Financial Ombudsman, who provide a free, independent service for dealing with unresolved disputes. Please note, The Financial Ombudsman will not consider your complaint until you have allowed us eight weeks to respond.

### **Financial Ombudsman Service:**

Contact to the Financial Ombudsman Service (FOS) must be within six months of the final response. In the final response, a copy of the Financial Ombudsman Service's explanatory leaflet will be provided.

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by them.

You can contact the financial Ombudsman at the following address:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567 (free for most people from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)