

How to complain

We welcome concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to our services. If you make a complaint, this will be treated with the strictest confidentiality and won't affect your access to our services.

- **You can raise your concern directly to any member of our team verbally in person or by calling the practice.**
- **Alternatively, you can email or write to the practice manager directly.**
- **Should you prefer to contact PortmanDentex directly you can do so by emailing complaints@portmandental.co.uk.**

portmandentex.com

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Feedback and complaints

portman dentex

At **PortmanDentex** we pride ourselves on the high quality of care we provide our patients and we aim to look after you as we wish to be looked after ourselves. However, if you have any concerns or comments regarding your dental care which you wish to raise, we will address these as a matter of priority.



Our core principals

- All of your feedback is important to us
- We want to make it easy for you to raise a concern or complain, if you need to
- We follow a complaints procedure and keep you informed
- We will try to answer all your questions and any concerns you raise
- We want you to have a positive experience of making a complaint
- Your feedback helps us to improve our services

Our commitment to you

- We will take your complaint seriously and treat it with the strictest confidentiality
- We will acknowledge your complaint in writing within three working days
- If your complaint is regarding clinical care, your complaint will be passed to the treating clinician in order for them to provide a response and resolution
- We will aim to provide a response to your complaint in full within 20 working days
- If there is a delay in providing you a response, we will contact you and advise you of the delay at the earliest possible time

Third party escalation

If you're not happy with how your complaint has been handled, then please get in touch us at, **complaints@portmandental.co.uk**

Please note that complaints relating to treatment by your dentist or another independent practitioner, will be passed backto them for a secondary review.

Alternatively, you can contact the relevant third party at any time throughout the complaints process should you wish. The contact details for these can be found below.

Private patients

Dental Complaints Service
Tel: 020 8253 0800 (Monday - Friday 9am - 5pm)
Email: info@dentalcomplaints.org.uk
Online: contactus.gdc-uk.org/dcs/complaint/rivatepatients
Address: Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ

Healthcare Improvement Scotland (HIS)
(Please note patients can contact HIS at any time)
Tel: 0131 623 4342 (10am-2pm, Monday to Friday)
Email: his.ihcregulation@nhs.scot
Address: Independent Healthcare Services Team, Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

NHS patients

Scottish Public Services Ombudsman (SPSO)
Free advice line: 0800 377 7330 Online: spso.org.uk/contact-us
Address: Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS
If you would like to request a Freepost envelope from us, please contact us on 0800 377 7330 or via or go to: spso.org.uk/contact-us
NHS patients can raise concerns directly to their local health board, contact information for your local health board can be found at: scot.nhs.uk/organisations