How to make a complaint
Suffolk and Thetford

www.communitydentalservices.co.uk
Responding to your concerns

We want you to receive the best service and care in all our clinics. However, we do recognise that problems sometimes come up, and we want to deal with any issues as fairly and quickly as possible. This leaflet tells you what you can do if you wish to make a complaint or wish to bring a matter that concerns you to our attention.

How do I express my concerns?

We encourage all our patients to discuss any concerns they may have with the person responsible for their care straight away. However, there are always senior members of the team available to deal with any problems and you are welcome to ask to speak to one of them at any point.

We hope that in the majority of cases this will resolve any issues. If, however, the clinic team are unable to resolve the issue to your satisfaction, you may choose to follow the process outlined in this leaflet to make a formal complaint.

When should I complain?

Normally you should complain within 12 months of the problem happening.

However, we will take a flexible approach and may consider complaints received outside that 12 month period, where it is reasonable to do so.

Before you complain

Before making a complaint, think carefully about what you would like the outcome to be, for example, are you seeking:

- an apology?
- an explanation?
changes and improvements?
• to make professionals aware?
• to prevent something happening again?

Who can complain?

Anyone can complain about their care. Complaints may also be made on behalf of a child, a person who has died, or someone who is incapacitated in any way and unable to do so themselves.

If someone asks you to act on their behalf, it is a good idea to obtain their consent in writing straight away because we will ask you for that before any complaint can be investigated.

How do I make my complaint?

If you wish to make a formal complaint about any aspect of your care, please contact:

Amanda Wallis
Community Dental Services CIC
7 Hillside Road, Bury St. Edmunds
Suffolk IP32 7EA
Tel: 0333 2079952
Email: suffolk-hillside@cds-cic.nhs.uk

Can I get help with making a complaint?

If you need help in making your complaint, you can contact the Independent Complaints Advocacy Service (ICAS).

VoiceAbility
Total Voice Suffolk
Ipswich Road
Stowmarket
Suffolk IP14 1BE
Tel: 0300 330 5454
Email: nhscomplaints@voiceability.org
You can also contact your local Healthwatch

**Healthwatch Suffolk**
Freepost RTTY-CEUT-LCRH
14 Hill View Business Park
Claydon
IP6 0AJ

Tel: **01449 703949**
Information line: **0800 44 88 234**
Email: **info@healthwatchsuffolk.co.uk**

Or your local Citizens Advice also provides information and advice about making complaints. To find your local Citizens Advice contact their national advice-line

Tel: **03444 111 444**
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Can I complain to anyone else?**

If you do not wish to contact us directly, you may choose to complain to the team at NHS England, which holds the contract for the NHS services we offer. They can be contacted at this address:

**NHS England**
PO Box 16738
Redditch
B97 9PT

Tel: **0300 311 22 33**
Email: **england.contactus@nhs.net**

**Parliamentary and Health Service Ombudsman (PHSO)**

If you are not happy with the way in which your formal complaint was handled (either by us or NHS England, if you chose to go to them) you can go to the Parliamentary and Health Service Ombudsman (PHSO). The Ombudsman makes the final decision on complaints that have not been resolved by the NHS in England.
You can find more information about the NHS complaints process, what to expect from it, and other ways to give feedback, on the NHS Choices website.

[Website Link]

**General Dental Council**
If the problem is so serious that you think the dental professional could be a risk to other patients, you should contact the General Dental Council (GDC), which regulates dental professionals in the UK. If the issue is serious enough, the GDC can stop individual dentists from practising. The GDC does not get involved in complaints that are being managed locally. It does not resolve complaints or award compensation. For advice, contact their Customer Advice & Information Team:

- **Tel:** 020 7167 6000
- **Email:** information@gdc-uk.org

**Care Quality Commission**
If the problem is so serious that you think the care provided could be a risk to other patients, you can contact the Care Quality Commission (CQC). The CQC cannot investigate individual complaints, but its inspectors use information when they inspect services to make sure that they are meeting quality and safety standards.

**Care Quality Commission**
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

- **Tel:** 03000 616161
- **Email:** enquiries@cqc.org.uk
- [Website Link]
To Complain about Private Services

If you have received private paid for dental care from us and would like to make a complaint, please speak to us first and we will always try to resolve any issues.

If you are not happy with the answer we provide you may wish to contact the Dental Complaints Service which is an independent body funded by the General Dental Council dedicated to supporting patients in seeing that complaints are resolved.

Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA

Tel: 0208 2530800
Email: info@dentalcomplaints.org.uk

Patient Engagement Group

We greatly value engaging with our patients and we have established a patient engagement group. We consult with this group on a whole range of issues including future plans and service development.

We are always looking for more people to join this local user-group and if you would like more information on helping us to hear the patient voice direct, please contact us.

Community Dental Services CIC
7 Hillside Road
Bury St. Edmunds
Suffolk
IP32 7EA

Tel: 0333 2079952
Email: info@cds-cic.nhs.uk
www.communitydentalservices.co.uk
Will I be treated fairly?

We regard equality and diversity as integral to the way it works. Our team will ensure that everyone is treated fairly and that no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation, religion or belief.

If you choose to make a complaint, we will also ensure that this does not impact in any way on the care that you receive from our team.

Can I give you some positive feedback?

If you wish to compliment us on any aspect of the care you have received, or highlight any individual member of the team, we would be delighted to hear from you:

- Speak to any member of the team
- Write to us at the address below
- Email us at the address below
- Fill in an online comment via the link on our website

**Teresa Broady - Complaints Manager**
Community Dental Services
Colworth House
Colworth Park
Sharnbrook
Bedfordshire MK44 1LZ

Tel: 0333 207 5992
Email: teresa.broady@cds-cic.nhs.uk
Our Values...

- Delivering - Excellence
- Engaging - Everyone
- Nurturing - Each other
- Trusted - To do the right thing
- Accountable - Always
- Leading - and Learning

Contact us

If you would like to speak to someone about any aspect of our dental service please contact:

Corporate Services Manager
Community Dental Services CIC
Colworth House, Colworth Park
Sharnbrook, Bedfordshire MK44 1LZ

Telephone: 0333 207 5992 / Email: info@cds-cic.nhs.uk
www.communitydentalservices.co.uk