

Complaints Procedure for Patients

In the event that you would like to complain about any aspect of the service or treatment which you have been given by Apex Dental Group or any of its staff, please write in the first instance to the Practice Manager:

Somerton Practice:
Mrs Jane Collins
Apex Dental Group
Hope Cottage
Broad Street
Somerton
TA11 7ND
Tel: 01458 272813

Street Practice:
Mr Matthew Whysall
Apex Dental Group
108 High Street
Street
Somerset
BA16 0EW
Tel: 01458 445538

We Will:

- a. Respond to you your complaint within 3 working days, if this is not possible, as soon as is reasonably practicable.
- b. Ensure your complaint is properly investigated, which means asking the staff involved for their account of events and reviewing any records.
- c. We will seek to investigate the complaint within six months and, as far as reasonably practicable, we will keep you informed as to the progress of the investigation.
- d. Records of your complaint and any ensuing investigation will be kept for 2 years separately from your clinical records

What If I need further assistance?

If you feel you would like further assistance in making your complaint you may contact PALS - advice and Liaison Service, on 0800 0851067 <http://somcomhealth.nhs.uk/welcome/have-your-say/pals-and-complaints/pals>

If you are not happy with the response you have received from us you may contact the NHS England, on 0800 073097.

What if I am not satisfied with the response from NHS England?

You can ask for an Independent Review of your case by writing to the Parliamentary and Health service Ombudsman: Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

The Parliamentary and Health service Ombudsman is a free, independent and confidential service, which provides support to those wishing to complain about NHS provided service

You can contact the Parliamentary and Health service Ombudsman Tel: 0345 015 4033

Other Useful Contacts are The Care Quality Commission who can be contacted on [Tel:03000616161](tel:03000616161), Website: www.cqc.org.uk

(You are entitled to make a complaint up to 12 months after the date of incident, or 12 months from when you were made aware of it)