

Omnia Dental Spa – Complaints Policy

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 thoroughly and fairly and take great care to protect your confidentiality. We always aim to learn from complaints to improve our patient 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.

Our Practice Manager – Mrs Debbie Maddocks - is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 48 hours, or if you complain in writing, the Complaints Manager will acknowledge your complaint in writing within 5 working days. We will aim to provide a full written response as soon as practically possible.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the Complaints Manager is next available. We will keep comprehensive and confidential records of your complaint, these will be stored securely and only be accessible by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated, the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and invited to attend a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to continuously improve our care and services. As a practice, we will always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint, you can seek further redress by contacting external regulatory bodies such as the Care Quality Commission or the General Dental Council. We sincerely hope that such action would not be necessary, however, our Complaints Manager can provide further contact information if required.