

Complaints Procedure

We hope you will find our surgery friendly and efficient. In any organisation however, things can go wrong. If this happens we would like you to tell us. We will aim to respond to any issues within two working days. We welcome feedback as a positive way of improving services. A suggestion box is available in the waiting area. The practice undertakes a comprehensive annual survey and involves patients and staff in discussing the results.

The Practice Manager is responsible for our in-house practice complaints procedure. An information leaflet is available in Reception. We do recognize that there may be occasions you feel that our service has not met your expectations and you wish to raise this as a formal complaint.

This is the Complaints Procedure of Escentics Dental & Implant Centre:

If you wish to discuss your concerns, please contact Mrs Sukhi Sohal our Practice Manager via:

Telephone: 01895 258700

Email: sukhi@escentics.com or info@escentics.com

Alternatively, you may write to us with your concerns at:

Escentics Dental & Implant Centre
299 Long Lane
Hillingdon
Middlesex UB10 9JY

Please allow up to 14 working days for receipt of acknowledgement of the complaint or concerns you have made as this will take into account if the surgery is closed or if the Practice Manager is away.

If you are still concerned with your NHS Dental treatment then we will help you contact PALS Patient Advocacy and Liaison Service below who;

- Provide information about local health services
- Help resolve problems
- Assist in accessing the complaints procedure
- Receive comments, suggestions and compliments about local services

PALS Hillingdon Hospital, Pield Heath Road, Uxbridge, Middlesex UB8 3NN
Telephone 01895 279973

Or alternatively, you may wish to contact NHS England on;

- email england.contactus@nhs.net with "For the attention of the complaints team" in the subject line
- phone 0300 311 22 33
- use the [British Sign Language service](#)

For more detailed information, visit the [NHS England website](#).

Other avenues to explore any concerns are:

[Citizens Advice Bureau](#) – Telephone 0844 848 7903 The Colonnade, Civic Centre, Uxbridge, Middlesex UB8 1UW

[Independent Complaints Advocacy Service](#) (ICAS) – NORTH WEST LONDON 0845 337 3065

If you are not satisfied with their response, you are entitled to contact the Financial Ombudsman for an independent view. They will provide you with a form to complete with details of your complaint. Please note that the Financial Ombudsman Service can only consider complaints, which we have not been able to resolve to your satisfaction through our own internal procedures. Their address and contact numbers are as follows:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Monday to Friday – 8am to 8pm (usual business hours)
Saturday – 9am to 1pm

- **0800 023 4 567**
calls to this number are now free on mobile phones and landlines
- **0300 123 9 123**
calls to this number cost no more than calls to 01 and 02 numbers
- **(18002) 020 7964 1000**
calls using next generation text relay

For all complaints/ concerns regarding Private Dental Treatment please contact:

The [Dental Complaints Service](#) - if you wish to make a complaint about private dental services, contact them by post, online, or telephone

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

Phone: 08456 120540

Email: info@dentalcomplaints.org.uk

Website: www.dentalcomplaints.org.uk

This service is funded by the [General Dental Council](#), which sets out standards of conduct for and regulates all dental professionals in the UK.

If we have not met your expectations and you are able to share this with us then we will be able to help improve our services and treatment to prevent this from happening again.

Thank you Escentics Dental Team