

The City Quay Dental Clinic Code of Practice for patients who wish to raise concerns

In City Quay Dental Clinic, we place great emphasis on meeting and whenever possible, exceeding our patients' expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction promptly and professionally.

Our aim is to respond to your concerns in a caring and sensitive way.

The person responsible for dealing with any concerns about the service we provide in this practice is Rebecca Mitchell.

If you raise an issue which you are concerned or unhappy about on the telephone or at the reception desk, after listening to a description of the problem the person with whom you raise your concern will try to resolve the issue to your satisfaction immediately.

If the person with whom you raise your concern is unable to resolve the issue for any reason, we will contact Rebecca Mitchell immediately. Should Rebecca Mitchell be unavailable at the time, we will advise you when they will be available, and arrangements will be made for you to meet or speak with Rebecca Mitchell at a time that is convenient to you.

If for any reason Rebecca Mitchell is going to be unable to meet you or speak with you at a time that is convenient to you, we will arrange for the covering Practice Manager to take responsibility for dealing with your concern or complaint.

The team member with whom you first raised your concern will take brief details from you and pass these to Rebecca Mitchell so that they can familiarise themselves with your concern prior to meeting you or speaking with you.

If you choose to write to us to express your concern rather than raising it verbally, your letter or email will be passed on to the relevant person immediately.

We will acknowledge any concerns you raise in writing within three days and we will also include a copy of this Code of Practice with our response. We will investigate your concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify you, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

We will keep proper and comprehensive records of any concerns or complaints received.



We will do all we can to resolve your issue, concern, or complaint to your satisfaction. If, for any reason, you are not satisfied with the outcome or the procedure, we will advise you of other avenues open to you for raising concerns. These are:

Scottish Public Services Ombudsman

Address: FREEPOST SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

Phone: 0800 377 7330

The General Dental Council (GDC) (the clinicians' professional regulator].

Address: 37 Wimpole Street, London, W1M 8DQ

Phone: 0207 167 6000

Email: standards@gdc-uk.org