

# Godalming Orthodontic Practice

## Complaints Policy

At Godalming Orthodontic Practice, we are constantly improving our services to our patients and we welcome any feedback and comments which will help us to better our patients' care.

If you have any concern with your care at the practice, you should talk to your orthodontist either in person or by phone, email or letter as soon as possible, and certainly within six months of the cause of the concern.

Patients will receive a letter of acknowledgement normally within three working days.

We will make every effort to investigate the matter fully within twenty-eight working days. If there is any delay in the investigation, we will notify the patient, giving the reasons for the delay and the likely date for completion of the investigation.

At the end of the investigation, we will write to the patient with a report detailing:

1. how the complaint has been considered
2. the circumstances which led to the complaint
3. the conclusion drawn
4. any remedial actions offered.

In the unlikely event that patients are still not satisfied, they can be referred to the Patient Advice and Liaison Service (PALS) of the local Primary Care Trust on 01372 3201715 or the Dental Complaints Service of the General Dental Council on 08356 120540.

We keep proper and comprehensive records of any complaints received.