

Complaints Policy

Bellevue Dental. We take complaints seriously and aim to ensure that all patients are delighted with our service.

All complaints will be handled directly by the practice owner and complaints manager, [Dr. Leigh Hunt](#).

We keep proper and comprehensive records of any complaint received. In all cases we promise to deal with you courteously and promptly and to resolve the matter as quickly as possible. Our objectives are always to:

- Treat you the way we would like to be treated, if we were in your position.
- Respond in an effective and timely way, always taking the opportunity to learn and improve our service.

Verbal complaints

If you make a verbal complaint to any member of our staff, they will listen carefully and offer to refer you to Dr Hunt without delay.

If Dr Hunt is not available at the time of the complaint, our staff member will arrange for you to talk to him as soon as possible; and take brief written notes of your complaint and pass them on to Dr Hunt.

Written complaints

If you complain in writing your letter or email will be passed to Dr. Hunt without delay, so he can respond in person.

If a complaint is about any aspect of clinical care, it will normally be referred to the treating dentist as well.

We will acknowledge any complaint in writing within 5 working days and provide you with a copy of this complaints policy.

Investigating complaints

We aim to investigate the complaint and respond within 25 working days of receipt. But, if this is not possible we will notify you, giving reasons for the delay and the likely timescale for completing our investigation.

We will confirm our decision in writing as soon as possible after completing our investigation. If you are not satisfied the outcome, then you can complain to the dentists' registration body:

The General Dental Council, 37 Wimpole Street, London W1M 8DQ
www.gdc-uk.org

Feedback

We welcome all feedback – we have a culture of continuous improvement and aim to ensure you receive an excellent service that meets all your required needs.