

## How to complain?

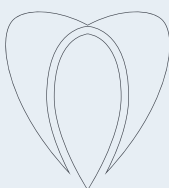
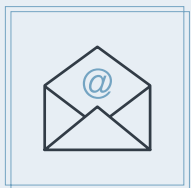
We welcome all feedback, both positive and negative, and we will approach your complaint as an opportunity to learn and improve our service in the future. We will not react defensively to your complaint and your confidentiality and access to our services will be protected.



You can raise your concern directly to any member of our team **verbally** in person or by **calling** the practice.



Alternatively, you can **email** or **write** to the practice manager directly.



Should you prefer to contact Portman Dental Care directly you can do so by emailing **complaints@portmandental.co.uk**

PORTMAN  
dental care

## Feedback & complaints

PORTMAN dental care



[portmandentalcare.com](http://portmandentalcare.com)

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At Portman Dental Care we pride ourselves on the high quality of care we provide our patients and we aim to look after you as we wish to be looked after ourselves. However, if you have any concerns or comments regarding your dental care which you wish to raise, we will address these as a matter of priority.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so, (except where the patient is a minor and the person concerned has parental responsibilities).

### Our core principals

- All of your feedback is important to us.
- We want to make it easy for you to raise a concern or complain, if you need to.
- We follow a complaints procedure and keep you informed.
- We will try to answer all your questions and any concerns you raise.
- We want you to have a positive experience of making a complaint.
- Your feedback helps us to improve our service.

### Our commitment to you

We will take your complaint seriously and we will respect your confidentiality.



- ✓ We will acknowledge your complaint in writing within 2 working days.
- ✓ We will alert our complaints coordinator of your complaint.
- ✓ If your complaint is regarding clinical care, your complaint will be passed to the treating clinician in order for them to provide a response and resolution.
- ✓ We will aim to provide a response to your complaint in full within 10 working days.
- ✓ If there is a delay in providing you a response, we will provide an update on the progress of your complaint response within 10 days of receiving it.

### Patient and Client Council

You can be supported throughout the complaints process by the Patient and Client Council (PCC), which can act as an advocate for you.

The PCC can be contacted at:

**Freephone:** 0800 917 0222

**Web:** [complaints.pcc@hscni.net](mailto:complaints.pcc@hscni.net)

### Complaint overview body

The Regulation and Quality Improvement Authority, 7th Floor, Victoria House 15-27 Gloucester Street, Belfast BT1 4LS

**Web:** [rqia.org.uk](http://rqia.org.uk)

**Tel:** 028 9536 1111

### Third Party Escalation

If you're not happy with how your complaint has been handled, then please get in touch with our Complaints team, who can be contacted at [complaints@portmandental.co.uk](mailto:complaints@portmandental.co.uk)

Please note that complaints that relate to treatment by your dentist or another independent practitioner, will be passed back to them for a secondary review.

Alternatively, you can contact the relevant third party at any time throughout your complaints process should you wish to, the contact details for these can be found below.

#### Private patient

Dental complaints service (General Dental Council), 37 Wimpole Street, London W1G 8DQ  
**Tel:** 020 8253 0800 (Monday - Friday 9am - 5pm)  
**Email:** [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)  
**Online form:** [contactus.gdc-uk.org/dcs/Complaint/PrivatePatients](http://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients)

#### Denplan patient

The Head of Customer Services, Denplan Limited, Hambleden House Waterloo Court, Andover SP10 1LQ  
**Email:**  
[ClinicalMediationService@simplyhealth.co.uk](mailto:ClinicalMediationService@simplyhealth.co.uk)

#### NHS patient

Department of Health Strategic Planning and Performance Group, Complaints Office, 12-22 Linenhall Street, HSC Board Headquarters Belfast, BT2 8BS, Tel: 028 95363893,  
**Email:** [complaints.sppg@hscni.net](mailto:complaints.sppg@hscni.net)  
**Website:** [hscboard.hscni.net/](http://hscboard.hscni.net/)

#### Northern Ireland Public Services

Ombudsman Progressive House, 33-37 Wellington Place, Belfast BT1 6HN

**Tel:** 02890 233821

**Email:** [nipso.org.uk](mailto:nipso.org.uk)

**Web:** [nipso.org.uk](http://nipso.org.uk)