

### Practice Complaints Procedure

If you have a complaint or concern about the service you have received from a dentist or any staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to national criteria. Our Complaints Officer is Linda Thomson.

### How to complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible—ideally, within three working days—because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint by contacting:

### Linda Thomson, Complaints Officer, The Eyemouth Dental Practice - 018907 50519

- Within 6 months of the incident that caused the problem: or
- Within 6 months of discovery that you have a problem, provided this is within 12 months of the incident.

Complaints about the treatment you received shall be made to the dentist who you normally sees you. Alternatively, you may ask for an appointment with Linda Thomson in order to discuss your concerns. She will explain the complaints procedure to you to ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

### What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint we shall aim to:

- Find out what happened and what went wrong.
- Enable you to discuss the problem with those concerned. If you would like this.
- Ensure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

### 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 permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

### Complaining to the Health Board

We hope that, if you have a problem, you will make use of the practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the Health Board. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact the following Complaints advisers:

#### NHS Treatment (NHS Borders)

Patient Experience Team  
Clinical Governance & Quality  
NHS Borders  
Borders General Hospital  
Melrose  
TD6 9BS

01896 826719  
patient.experience@borders.scot.nhs.uk

#### Private Treatment

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh  
EH3 7NS

0800 377 7330  
www.spsso.org.uk