



Complaint Procedure for Smileworks

Introduction

We always aim to provide a high standard of care in all our services.

Our patients' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell LIVERPOOL CITY COUNCIL Adult Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

Making a Suggestion

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their friends/family. To make a suggestion you can:

- Speak to the Manager or their Deputy
- Utilise available comments or suggestion boxes if you would rather make your suggestion that way
- If the suggestion is something that Smileworks Liverpool needs to consider you can send it to:

Registered Manager Smileworks Liverpool Smileworks
1a Kenyon Steps
Liverpool ONE L1
3DF

or telephone
0151 236 5166

Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Smileworks Liverpool assures patients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who Can Complain

Anyone affected by the way Smileworks Liverpool provides services can make a complaint. A representative can make a complaint for the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How You Can Make a Complaint

You can complain:

- In person
- By telephone
- Through a member of our staff
- Through an advocate or representative

Smileworks Liverpool 1a
Kenyon Steps Liverpool
ONE
L1 3DF
Phone: 01512365166

Where someone complains verbally, we will make a written record and provide a copy of it within 3 working days:

- By letter or by email

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted that, if you provide contact details, we can update you on the outcome of our investigation.

Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service. We will provide as far as is reasonably practical:

- Any help you need to understand the complaints procedure
- Advice on where you may get that help
- Information about making a complaint in a way you can understand

How We Handle Complaints

The Registered Manager may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complainant.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished **within 28 working days** unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Time Limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you contact the Registered Manager at:

Smileworks Liverpool Smileworks
1a Kenyon Steps
Liverpool ONE
L1 3DF
Tel: 0151 236 5166

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Dental Complaints Services for private dental care or the General Dental Council for private and/or NHS dental care.

Financial Ombudsman Service

Helpline: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

<https://www.financial-ombudsman.org.uk/>