



COIA & ASSOCIATES

Complaints Policy

We aim to deal with complaints promptly, courteously and efficiently. All complaints will be taken seriously and dealt with as follows:

The person who deals with complaints in the practice is Mr A Coia.

If the complaint is verbal, in person or on the telephone, we will listen carefully and refer him or her immediately to Mr Coia in an attempt to resolve the complaint.

If Mr Coia is not available details will be taken and arrangements made for him or her to speak to Mr Coia as soon as possible. If this cannot be arranged within a reasonable period or the patient does not wish to wait to discuss the matter, arrangements will be made for Mrs Anna Lang to speak to the patient.

If the complaint is made in writing the letter will be immediately passed to Mr A Coia.

The letter will be acknowledged within 2 working days and we will enclose a copy of this complaints policy.

The complaint will be investigated fully and we will attempt to reply within 10 working days. It may be necessary to arrange a meeting with the patient to fully understand the circumstances.

Complaints involving clinical care or associated charges will be referred to the dentist responsible for the treatment provided, unless the patient does not want this to happen.

We will confirm the decision about the complaint in writing on completion.

Comprehensive records of all complaints will be kept and discussed with the whole team to help us continually improve our patient care.

If patients are not satisfied with the outcome of our complaints procedure they can contact:

NHS Greater Glasgow and Clyde for complaints about NHS treatment
e. complaints@ggc.scot.nhs.uk
Phone: 0141 201 4500

The Scottish Commission for the Regulation of Care (Care Commission) for
complaints about private treatment
Compass House
11 Riverside Drive
DUNDEE
DD1 4NY

Phone: 01382 207100
Locall: 0845 603 0890 www.carecommission.com

The Dental Complaints Service for complaints about private treatment
The Lansdowne Building
2 Lansdowne Road
Croydon
CR9 2ER
Phone 08456 120 540
www.dentalcomplaints.org.uk

We can give you a leaflet for the Dental Complaints Service if you wish.

The General Dental Council the dentists' registration body
37 Wimpole Street
London
W1M 8DQ
Phone: 0207 167 6000
via website www.gdc.org

If, once you have been through the full formal complaints procedure of the
practice and the Scottish organisations above and have received a final reply,
you are still unhappy, you can then contact:

Scottish Public Services Ombudsman (SPSO)
Freepost EH641
Edinburgh
EH3 0BR
Tel 0800 377 7330
www.scottishombudsman.org.uk

We can give you a leaflet for the SPSO services if you wish.