

## **Complaints Procedure**

**In this practice we want all our patients to be pleased with the service they receive so we take complaints very seriously. If you have a complaint or concern about the service you have received from your dentist or any member of our dental team, please let us know. We will deal with all complaints promptly and courteously.**

### **HOW TO COMPLAIN**

We hope that most problems can be sorted out easily and quickly, often 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 a matter of days or at most a few weeks. This will enable us to establish what happened more easily.

Complaints should be addressed to Margaret Squires, Practice Administrator, Molesworth House, South Frederick Street, Dublin D02 N820 or telephone (01) 6791263. Alternatively, you may ask for an appointment with Margaret Squires or Dr. Croke in order to discuss your concerns. She/he will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

### **WHAT WE WILL DO**

We shall acknowledge your complaint in writing, normally within three working days of receipt. We will do our best to investigate your complaint within ten working days. We shall then offer you an explanation and/or a meeting to discuss the complaint.

In investigating your complaint, we shall aim to:

- Establish the facts.
- Make it possible for you to discuss the problem with those concerned, if you would like to.
- Explore ways of resolving the problem.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

On completion of our investigation and where it is appropriate, we will write to you with our conclusion and a suggested remedy.

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

If you are complaining on behalf of a patient it is important to understand that we have to adhere to the rules of patient confidentiality. Therefore, we would need the patient's permission for you to act on their behalf.

## IN SUMMARY

- Address your complaint directly to the practice, as above,  
  
or
- The Dental Complaints Resolution Service. Tel: 094 902 5105 or [michael@dentalcomplaints.ie](mailto:michael@dentalcomplaints.ie)

## COMPLAINING TO THE DENTAL COUNCIL

If you are not satisfied with the outcome of your complaint or concern you are entitled to contact the Dental Council of Ireland.

Dental Council of Ireland, 57 Merrion Square, Dublin 2, Dublin, Ireland 01 6762069  
[info@dentalcouncil.ie](mailto:info@dentalcouncil.ie)